INDUSTRIAL TRAINING REPORT



Digitalization | Fulfilment | Intermodal | Halal Container | Reefer | Logistics Solutions www.trilimaju.com

TRILI MAJU SDN. BHD.

164812-U

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PART 1 Preliminary Pages

EXECUTIVE SUMMARY

Industrial training is synonym with on-the-job training. An industrial training gives students an opportunity for them to explore the company policy, organization, flow of the business, technology and management. Students are able to apply the theory that they have learned during internship. Industrial training within the limitation times allows students to gain the working experience. With that, I was given the opportunities to work with the logistics and transport industries in Malaysia named Trili Maju Sdn. Bhd. It gives me a chance todevelop my personal and professional skills.

These industrial training reports attempt to provide an overview of what the students learn during the internship period from 1st March 2021 until 13th August 2021. Surely, the objective of industrial training is to expose students to the real working environment and to instill the good attitude, personality, integrity, self-confidence and responsibility towards jobs given. Throughout my industrial training, I need to write down daily activities or tasks that have been done and I need to keep that momentum throughout my internship journey. An internship report gives students to prepare a proper format and to work on documents efficiently.

All practicum students are required to prepare industrial training reports. Finance students were given three choices of report either regression analysis, company analysis or SWOT analysis. Therefore, SWOT analysis has been selected as the method to be used in this report.

By completing this report, students need to analyze the factors that contribute to company strengths, weaknesses, opportunities and threats. This report has been prepared using the standard format that has been set by the Faculty of Business and Management. Basically, this internship report consists of several parts including company profile, student's profile, company analysis which focuses on SWOT analysis, recommendation and conclusion and some pictures shared on appendix part.

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PART 3 Company's Profile

3.1 COMPANY DETAILS

Name	: TRILI MAJU SDN. BHD.
Registration No.	: 164812-U
Incorporation Date	: 29-09-1987
Type of Company	: Private Limited
Nature of Business	: Business of Marine, Transport, Total Logistic and Supplies
Business Adress	: TRILI MAJU SDN. BHD. (HQ)
	B-6-9, Jalan Todak 4,
	Kompleks Perniagaan Sunway Seberang Jaya,
	Perai, 13700, Pulau Pinang.
	: TRILI MAJU INTERMODAL DEPOT
	Lot 6038. Lorong Perai Utama 1,
	Taman Perai Utama,
	13600 Perai, Pulau Pinang.
	: TRILI MAJU DIVERSIFIED CONTAINER HUB
	Lot 2234, Seksyen 4, Bagan Dalam Slipways (BDS),
	12100 Butterworth, Pulau Pinang.
Operation Hour	: TRILI MAJU SDN. BHD. (HQ)
	8.00 A.M – 6.00 P.M
	: TRILI MAJU INTERMODAL DEPOT & DIVERSIFIED
	CONTAINER HUB
	8.00 A.M – 11.00 P.M
Contact Details	: 604-3839424
	www.trilimau.com

Company Logo



:

3.2 VISION, MISSION, OBJECTIVES AND GOALS

3.2.1 **VISION**

We are committed to provide our Best Do Quality, Up keeping our Efficiencies, to deliver our professional services and to be the outstanding one stop centre for our customers' logistics solutions and requirements.

3.2.2 MISSION

To serve our customers in regional and global supply chain by providing creativity, cost economy, solutions, efficiency and digitalization exceeding customers' satisfaction.

3.2.3 OBJECTIVES

Provide reefer and non-reefer container services that compliance with The Institute of International Lessors (IICL). Besides, Trili Maju were committed in providing their services that meet customer standards and specs and demands in order to fulfill their satisfaction and maintaining their services of efficiency and productivity in container total logistics.

3.2.4 GOALS

To establish a strong position in the field of Maintenance & Repair for the former logistics industry, and to keep Trili Maju ahead of its competitors in the field of former inter -mode depot management, Trili Maju is studying creating an Intermodal Container depot system with integrated applications and enhanced technology-based daily operations that will improve the whole process of inventory handling by preparing, management cycle systematic, efficient, timely and accurate automated depots that are independent from errors, efficient and updated in real time. However, Trili Maju is always enthusiastic and open to business activities and opportunities for industry cooperation.

3.3 BACKGROUND OF ESTABLISHMENT

Trili Maju is one of the logistics companies in Malaysia and was founded in 1987 which, driven by local talent, provides diversified container services including reefer, railing and container depot services. They have seen such a big opportunity to diversify into the intermodal segment by providing reliable logistics solutions to their consumers.

Currently, Trili Maju is known as an Intermodal Multi Discipline company where some services have been upgraded in order to meet customer standards and demands and maintain the services that comply with The Institute of International Container Lessors (IICL). Besides, they are notorious for their firm and sound background in diversified intermodal services covering terminals, vessels and rail activity. Trili Maju service including reefer and non-reefer container diversions in all Malaysia Ports such as Penang Port, Port Klang, Johor Port, Port of Tanjong Pelepas and Kuantan Port.

3.4 ORGANIZATIONAL STRUCTURE



8

3.5 SERVICES OFFERED BY TRILI MAJU

3.5.1 Intermodal Depot Handling and Total Logistics Solution

Facilitates the movement of empty containers in and out from the depot, emphasis on proper documentation on efficient and accurate timing. Each container will pass through proper review process on container condition and inspected by company trained inspection staff. Other facilities include container service cleaning, maintenance and repair services for containers, container handling equipment. An excellent container services and maintenance in compliance with IICL and customer's standard and specification.

3.5.2 Reefer Machinery Expertise

This service provides reefer structure and machinery repair for all brands and makers. Reefer at port use Reefer Digital Monitoring in order to track on the plug in and plug out of reefer container. Pre-Trip Inspection (PTI) is an inspection running on reefer container before release to ensure the correct functioning of temperature control.

3.5.3 Charter Rail

By train, empty containers will be carried. Trili Maju now is operating transporting empty containers between Prai, Northern Malaysia and Padang Besar, Southern Thailand. Trili Maju rented trains handle nearly 2000 TEUs in the first two months of operation.

3.5.4 Halal Container Facility and Services

Halal container facility fulfill the demands and requirements of some customers in logistics chain with full compliance to shariah principles. TMSB provide container services accordance to the sets of policies by HALAL and certified by JAKIM.

3.5.5 Modular Container – Dry Van and Reefer Container Sales and Refurbishment

TMSB also includes modular containers in their services where customers can design their customers based on their preference and uses. Customers may plan the pattern and that modular container can be used for offices, mini food and beverages outlets, drive-thru and for education purposes such as libraries.

PART 4 Training's Reflection

4.1 DURATION

The duration for internship has been set for all UiTM's students where it took **6 months** of internship starting from **1**st **March 2021 until 13**th **August 2021**. Working day for the management team is **Monday until Friday** and the business hours are 10 hours from **8:00 A.M. until 6:00 P.M.** including an hour of lunch break from 1:00 P.M. until 2:00 P.M. Rest day on Saturday and Sunday. Public holiday entitled to all Malaysian Public Holidays but subject to the company approval with 10 compulsory days such as National Day, Labor Day, Malaysia Day, Maulidur Rasul, Eid Fitr, Eid Adha, New Year, Awal Muharam, The Yang di-Pertuan Agong's Birthday and Birthday of His Excellency the Yang di-Pertua Negeri Pulau Pinang.

4.2 SPECIFIC DEPARTMENT

Trili Maju split into two comprising an operation and management team. I have been entrenched in the management team focusing on the **finance department and admin department**. Finance department typically does data entry. Where they need to record for every purchase, sales and expenses in an account system called MYOB Premier. Then, they need to deal with suppliers to supply goods at agreed price and follow up with the clients, customer to pay their bill. They also need to follow up with their customers to pay up their bills. Besides, they need to generate reports namely general ledger, income statement, balance sheet and cash flow statement.

4.3 MY TASK DURING INTERNSHIP

For the first two weeks, I was given the task of **organizing and arranging the documentation for auditing purpose**. I need to ensure that every **payment voucher is supported with invoices or receipts**. I had separated them according to month and type of transaction either by cash or banking transaction. Within this time, I was exposed to company's general ledger. Besides, I got to know company's supplier that they deal with and monthly transaction made by the company. This task is easiest way where the company can prepare themselves by all the documents required by audit.



Figure 1

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Figure 2: Payment Voucher

Figure 3: Invoice

Thereafter, I was given the new task called **monitoring reefer**. I need to record every time container plugs in and plugs out at Penang Port. All the data I got from PENANG PORT PELKON III system which generated by Penang Port. It my concern to check it daily so that I did not missed any container that plug in. Reefer operator will monitor all the container and do technical work on the container itself.

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Figure 4: Monitoring Menu



Figure 5: Reefer Monitoring

Then, I was given the **administrative task**. I was guided on how to do **reefer billing**. All container that come from the same vessel and already out from the yard need to do billing to Penang Port. All the billing needs to print out and submit it to person in charge at Penang Port for checking. Early of each month, I need to summarize billing, issues invoice and submit it to finance department at Penang Port. Trili Maju rent yard at Penang Port and need to pay it and I was required to install the invoice rental from PENANG PORT PELKON III system. I proceed with monitoring reefer and billing until at the end of the internship.

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Figure 6: Monitoring billing

Besides, I also learnt about **an account system** called **MYOB Premier**. MYOB used for tracking account receivables, account payable, payment received, sales, expenses, income generally called cash flow management and generate invoice. Business are run better with this system. For the first time user, I was guided on do data entry and use bank statement to record transaction have been made by the company.

Open	
Create	
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What's New	Premier v16
Ext.	MYOB

Figure 7: MYOB Premier

4.4 BENEFITS DURING INTERNSHIP

I have been paid a fixed training **allowance of RM400.00 per month** and some increment based on the performance. Company paid the allowance at the end of month through online banking so that it is necessary for employees to have their account number. However, allowance will be deducted if absent from work without sturdy reason.

During my internship, the company **provided good facilities** such as a personal **workstation**. I was provided with complete equipment such as a chair, computer and desk in the office to facilitate work matters. Next, the company also provides many other facilities such as a mini pantry and prayer room.

Besides, I gained a lot of experience throughout my journey at Trili Maju Sdn. Bhd. I got to know the business operations, **was exposed to the real working environment**, introduced to the **accounting software**, did **administrative work** and exposed and familiar with the **real documents** in the company such as payment voucher, invoices, receipts, debit note, credit note, debtor statement and statement of account.

In addition, my internship at Trili Maju has been such a **growing experience** for me. I had my first ever experience regarding finance and account matters. Before this, I only got to study about the other company's report through their website, but for this time I was truly in the real workplace where I met with a great and wonderful boss and team. Truthfully, my skills and experiences gained from this internship journey will be **useful for my future career**. Thus, with an internship, I become **more responsible** toward jobs that have been assigned to me and I need to make a **proper plan** if there is a busy day for me where I need to settle **an urgent and most important work.**

PART 5 SWOT Analysis

5.1 SWOT ANALYSIS



PART 6 Discussion and Recommendation

6.1 STRENGTHS

6.1.1 Pioneer of Halal Container Services

Strength explained the uniqueness of the company itself. One of the factors that contribute to the Trili Maju's strength is Halal Container Services. This is the first Halal Container Service in the world offered by Trili Maju. This service was approved and certified Jabatan Kemajuan Islam Malaysia (JAKIM). There are several processes to be taken before that container is verified as Halal Kontena. Each time a container comes into the depot, the haulier needs to pass an attachment of the delivery letter (consignment note) to the surveyor for checking. Then, the surveyor will identify whether that container will possess the Halal Kontena Services or otherwise. The concept of Halal container could obtain customer attention either Muslim or non-Muslim. Implementation of Halal containers in daily operations may experience few difficulties as it is associated with cleanliness, quality and safety as set by shariah principle (Sham et al., 2017). There is no company that has Halal container services at nearby area and it would give advantage to Trili Maju.



Figure 8: Halal Certification



Figure 9: Halal Sticker

6.1.2 Stable Financial Performance

Trili Maju has stable financial performance. Financial performance gives information about company well-being in business. It can be proven by their gross profit margin and net profit margin. The company gross profit margin in 2018 is 15.79% while in 2019 it increases to 19.63%. Net profit margin explains profits gained by the company after deduction with the company expenses, interest expense and tax. Net Profit Margin for Trili Maju in 2018 is 2.93% while in 2019 it will decrease to 0.50%. Trili Maju is a small business company which is currently at the growing stage. They are buying more assets and opening new sites which require huge funds. Even though their net profit margin is decreasing, they able to pay their debt and have a large amount of fixed assets.





6.1.3 Conducive Facilities to Employees

All the employees are given the facilities to perform daily tasks. Staff at the office are given a set of computers, desk and comfort chair and office so that they can carry out their daily work comfortably. Operation workers are given the work equipment such as jacket, vest, raincoat, safety shoes, safety helmet as well as mask for their protection. Trili Maju also opens for students to undergo their industrial training with allowances.

To conclude, Trili Maju has to develop a sustainable business strategy to sustain or expand their business for the long-term perspective. Only having a stable financial performance is not enough for the company to sustain. Top management needs to have long term strategies that align with operations and management with principles on human rights, working environment, labor and anti-corruption (Sham et al., 2017). Every company must have their own preferable strategies and the awareness about business sustainability has increased but there are ambiguities and doubts about how to achieve it.

6.2 WEAKNESSES

6.2.1 Uptrend for Maintenance Cost

Each company has their own weaknesses even though they have been operating for over decades. Machine breakdowns involve huge maintenance costs. Stacker and Forklift are valuable assets to the company. Maintenance costs for those machines are flexible according to the type of damage. Line graph below shows maintenance cost involved for one of Forklifts namely SANY MT available at Trili Maju Internal Depo (TMID). The trend shows an increasing trend where it will get worse if there is no proper inspection taken.



Figure 11: Service Record

Overall, the goal for an organization is to maximize profits and minimize cost of capital. Pre and post inspection and service periodically helps companies to reduce breakdown cost. In order to reduce maintenance cost, companies can train their employees to detect the problems and have enough inventory or spare parts so that repairing time can be reduced and slightly reduced in maintenance costs. (Thomas, 2018) suggests that the company can develop preventive maintenance by developing a plan and schedule based on cycle. Total Productive Maintenance (TPM) is a program under preventive maintenance where companies can reach zero breakdowns or zero defects and focus on eliminating losses such as equipment breakdown.

6.2.2 Various Recruitment Issues

Trili Maju having problems in recruiting new employees which they need to recruit new employees with skills and experiences in logistics. Otherwise they had to give low salaries as starting. This may lead to high employee turnover where employees unsatisfied with salaries offered. Employee turnover refers to the number of employees leaving the company within a specific time. There are many causes of employee turnover such as personal matters, performance or maybe lack of personal and professional advancement. Based on my observation, TMSB is having problems in the recruiting process. For example, if a forklift driver left the company, they need to find someone with a forklift driving license as it is one of the advantages of being hired if one has them. High employee turnover contributes to workload impact, recruitment, selection, training and many more.

Based on my observation, TMSB has a great plan called "post-mortem" with their employees where they politely ask for employee feedback regarding their work, working environment. They should maintain this strategy with a backup plan. According to (Mamun & Hasan, 2017) suggest that employers need to be friends with their employee, give training to employees that are targeted for retention and employee love and satisfied with their job content.

6.2.3 Inefficient Attendance Management System

Added to the above weaknesses, Trili Maju have an outdated attendance system where they voice over through Telegram for the staff to sign in and out. This is an inappropriate way which may result in trust issues. Staff may manipulate the time of signing in and out. Bad management system will impact the company performance and discipline of the employees.

Based on the above discussion, I would like TMSB to use fingerprint biometric and staff attendance monitoring systems. It helps managers, especially the Human Resource department to track the efficiency and punctuality of employees using attendance monitoring systems. Fingerprint biometric is accurate and cannot be duplicated by any other employees (Mir et al., 2018). They added a biometric system to keep staff reports on daily, weekly or monthly and avoid records being lost.

6.3 **OPPORTUNITIES**

6.3.1 Expand Business Network

There are some external factors that may contribute to the company's opportunities. The opportunities for Trili Maju are expanding their network. Currently, Trili Maju has seven partners namely Orient Overseas Container Line (OOCL), CMA CGM, Pacific International Lines (PIL), Maersk Line, Wan Hai Lines, COSCO Shipping Line and Mediterranean Shipping Company.



Figure 12: Key Partners

Trili Maju may cooperate and negotiate business with Evergreen and HMM(Hyundai) which both of them are the largest shipping companies in the world. The business networking power may work on small firms specifically for start-up companies where they can survive and succeed (Abbas et al., 2019). Besides, TMSB might use third-party logistics (3PL). 3PL solutions give an opportunity for the company towards outsourcing the component of logistics so that they can focus on their core business. For example, TMSB might implement strategy through shared services such as warehouse and distribution services.

6.3.2 Providing Warehouse and Distribution Services

Besides providing dry and reefer container services to clients, warehouse and distribution services help companies to gain extra benefits and have a large scale of business distribution. Having its own prime mover helps the company to deliver goods to end users.

In five years ahead, TMSB has great potential to become warehouse and distribution providers as it is one of the demand services in the logistics industry. In warehouses, workers accept goods from the manufacturer, store and deliver to the customer, generally load and unload goods from the manufacturer or supplier to the end user. (Jermsittiparsert et al., 2019) state that an effective warehouse operation and an excellent warehouse design would increase the warehouse efficiency. Currently, Trili Maju have their own transport or lorry where they can use their own transport to deliver goods to customers from their warehouse.

6.4 THREATS

6.4.1 High Competition

External status may threaten the company operations. There are several companies in Malaysia, especially in the Penang area that run container services to their customers and it makes them compete with their rivals. There are Priority Cargo Sdn Bhd, BumiKonserv Sdn Bhd, Multi Modal Freight Sdn Bhd and many more. With the strength that Trili Maju possesses, they can compete and develop their business to the fullest.

Having a number of competitors does not rock a company's position with efficient business strategies and management for competition. When comparing with competitors, many aspects need to take into account not only financial point of view. The most important thing is the quality services delivered to the customer, customer satisfaction and maintaining a good relationship with suppliers and customers. In order to overcome this threat, companies need to maintain their quality of services and take full responsibility if any accidental events occur throughout the service.

6.4.2 Government Restriction

Government restriction is a factor that cannot be controlled by a company. Due to Covid-19, Malaysia government implemented the Movement Control Order (MCO) from March 2020 until now in order to break the chain. This crisis has already transformed into an economic and labor market shock. Some businesses were forced to shut down their operations due to being unable to bear the losses and some of them fell for bankruptcy. Same goes to Trili Maju also affected by this pandemic where movement at Depot is quite slow and the operation hour has been abbreviated. Normal operation hour from 8:00 A.M. to 11:00 PM. But, due to the current guideline of Standard Operating Procedure (SOP), the company is only allowed to operate until 7:00 P.M only. This would impact the company operations and profit.

Thus, TMSB should be ready and prepared with good procedures and regulations in order to combat this virus and protect their workers. They may avoid unnecessary costs during this pandemic. Besides, TMSB should develop strategies and identify most services and workforces affected by this pandemic. Then, companies need to identify how long this could last. With great shape development it may help the company to recover the threats efficiently.

6.4.3 Rising Fuel Price Could Impact Company's Profit

Fuel prices fluctuate based on the current issues such as economic and political conditions. An increase in fuel price may impact the company's profit. Junjung Marketing Sdn Bhd periodically supplies petrol to Trili Maju according to the current price. Table below shows purchases on the monthly basis from February 2021 until June 2021. It can be seen that for every 600 Litres of fuel have different prices.

FEBRUARY								
DATE	PRICE (RM)	LITRES (L)						
03/02/2021	1230	600						
16/02/2021	1290	600						
20/02/2021	1320	600						
MARCH								
01/03/2021	1380	600						
10/03/2021	1350	600						
22/03/2021	1380	600						
31/03/2021	1380	600						
APRIL								
09/04/2021	1380	600						
22/04/2021	1380	600						
MAY								
05/05/2021	1380	600						
12/05/2021	1440	600						
29/05/2021	1440	600						
14/06/2021	1440	600						

Table 1: Fuel Price

Rising fuel prices have been a controversial topic for decades and keep questioning how long companies can survive by depending on the only source of energy. With the above discussion, an electronic forklift and stacker would be a better choice than a diesel model. Electronic forklift require high upfront cost and battery charging stations need to be installed. However, it can reduce the operating cost, electricity cost can be significantly lower than fuel cost, reduce noise, produce zero emissions and electronic forklift does not require engine oil or coolant fluids. Toyota or Koneoranes electric stacker would be great choices for the company.

PART 7

Conclusion

CONCLUSION

Above all discussion, this internship report consists of student's profile, company' profile consist of the details and background of company, vision, mission, goals and objective of the company. Besides, there are SWOT analysis where I need to look on and observe based on the company condition. In this report, I intended to observe the company's strength, weakness, opportunities and threat. SWOT analysis helps each company to understand their business better and it is the most used basic analysis tool for studying an organization's macro and micro-environment.

In a nutshell, my internship journey has been an excellent and rewarding experience. I can conclude that there are many things I have learnt from my work at Trili Maju Sdn. Bhd. Beingin a logistics and transport company is a new adventure for me. Even though I was not too exposed to finance matters in the company, I am beyond grateful and happy because I was exposed to the accounting software and auditing process.

However, there are still some weaknesses that can be improved in the future. So, I can conclude that the industrial training program may benefit the students even if there are minor drawbacks which to some extent distorts the situation, so that this weakness can be rectified in the future. I am enjoying every moment that I have gone through during the 24 weeks.

Overall, an industrial training helps students to improve their professional and interpersonal skills (Nadzri, 2018). He added that a trainee would have an insight into the future professional life of their dream jobs. A study from (Shukor, 2020) stated that student who had successfully finished their on-the-job training would enhance a positive self-image resulting from their work experience and an employers may seem a future full time employees will be drawn in his company.

PART 8 References

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PART 9 Appendices

APPENDICES

PROFITABILITY RATIO						
Gross Profit Margin:	2018 (RM)	2019 (RM)				
= <u>Gross Profit</u> Sales	= <u>2,543,773</u> 16,113,105	= <u>2,789,242</u> 14,207,498				
	= 15.79%	= 19.63%				
Net Profit Margin:	2018 (RM)	2019 (RM)				
= <u>Net Income</u> Sales	= <u>472,665</u> 16,113,105	= <u>70,372</u> 14,207,498				
	= 2.93%	= 0.50%				



Trili Maju Intermodal Depot (TMID)



Trili Maju Diversified Container Hub (DCH)



Trili Maju Head Quarters (HQ)



Reefer services at Penang Port



Majlis Berbuka Puasa Dan Santunan Kasih bersama Rumah Permata Kasih



Majlis Berbuka Puasa Trili Maju Team



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