



اَوْنِيُوْزْ سِيْتِيْ تِيْكَوْلُوْجِيْ مَارَا
UNIVERSITI
TEKNOLOGI
MARA



INDUSTRIAL TRAINING REPORT

(A&Y TECHNOLOGY (M) SDN BHD)

1ST MARCH 2023 – 15TH AUGUST 2023

FACULTY OF BUSINESS MANAGEMENT

BACHELOR OF BUSINESS ADMINISTRATION (HONS)

INTERNATIONAL BUSINESS (BA246)

PREPARED BY:

AHMAD NIZAM BIN SAMSUL ZAHARI

MATRIX NUMBER:

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CLASS:

M1BA2466C

PREPARED FOR:

MADAM KHALILAH BINTI IBRAHIM

EXECUTIVE SUMMARY

This executive summary covers my industrial training at Engineering Telecommunications as part of my studies at Universiti Teknologi MARA (UiTM). The program's main goal is to apply academic topics to a contract-based telecoms company. The industrial training programme gave me logistical handling experience in engineering telecommunications. This project aims to improve problem-solving, technical, and collaborative skills. It also promotes an in-depth awareness of an engineering telecoms organization's operations and procedures, as well as industry-leading techniques and emerging telecommunications technology. Industrial training ran from March 1 to August 15, 2023. The Engineering Telecommunication headquarters in Jalan Haji Sirat, Klang, Selangor. I worked with top experts at this time. During my industrial training, I was given a variety of tasks and responsibilities that gave me practical engineering experience in communications logistics material handling. The main duties were supporting the development and implementation of telecommunication infrastructure initiatives, resolving technical issues with telecommunication systems, and actively participating in project meetings to provide input and updates. I learned many engineering telecommunication skills during my industrial training at Engineering Telecommunication. These skills included proficiency in using specialised software and tools for network planning and analysis, practical experience configuring and fixing telecommunication equipment, and project management skills developed through active participation in project activities and adherence to deadlines. My industrial training at Engineering Telecommunication helped me learn and master engineering telecommunication basic very well. Real-world projects and industry experts have improved my grasp of telecoms operations, problems, and best practises. This programme will help me succeed in engineering telecommunications field. The Engineering Telecommunication industrial training curriculum has been beneficial and enlightening. I'm grateful to UiTM for giving me hands-on experience in my field.

TABLE OF CONTENT

ACKNOWLEDGEMENT.....	1
STUDENT PROFILE	2
COMPANY PROFILE.....	4
ORGANIZATIONAL CHART	5
ABOUT A&Y TECHNOLOGY (M) SDN BHD	6
OBJECTIVE OF THE COMPANY	7
SWOT ANALYSIS.....	8
RECOMMENDATION.....	12
CONCLUSION.....	16
REFERENCES	17
APPENDICES	18

ACKNOWLEDGEMENT

As part of my studies at UiTM, I was required to complete an industrial training project, and I'd like to take this opportunity to thank everyone who helped make that possible. It is with deep gratitude that I acknowledge the following people and groups for their support. For this opportunity to participate in industrial training, I would want to express my appreciation to the instructors and employees at UiTM. Their teaching, encouragement, and insightful comments have helped me much. I'd want to express my gratitude to the person in charge of coordinating my internship.

I am grateful for their help in finding me an organisation that is a good fit for my skills and interests. Throughout my internship, my host company's supervisor was a constant source of advice, encouragement, and understanding. Their perspective, experience, and willingness to contribute helped shape my professional development in innumerable ways. I'd like to express my appreciation to everyone I've worked with at the hosting company. Their openness to working together, sharing their expertise, and lending a hand when needed have made my time in the industrial training programme invaluable.

I appreciate the company and its staff very much for making my time there pleasant and productive. I've learned a lot and gotten a lot of experience because to their openness to me, support, and desire to include me in a wide range of initiatives and responsibilities. My family and friends have been tremendously encouraging and supportive of me throughout my time in industrial training, and I am very grateful to them. Their confidence in me and unwavering encouragement have been the forces behind my achievements. I appreciate everyone who helped make my time here on this industrial training assignment so worthwhile. Your help has been invaluable to my development as a person and an employee, and I will take the lessons I've learned from you far into the future.

STUDENT PROFILE



**AHMAD NIZAM BIN
SAMSUL ZAHARI**

I am a final year student of Bachelor of Business Administration (Hons) International Business from University Teknologi Mara (UiTM). Seeking internship opportunities to hone exceptional management skills and academic knowledge in order to gain entry-level positions in any available position. I'm eager to broaden my exposure in my field of study. Individual who is dedicated and detail-oriented and has the ability to go above and beyond to achieve company goals.

LANGUAGES

MALAY: EXPERT

ENGLISH: ADVANCED

CONTACT ME



EDUCATION

My research focused on Global Business Strategy, In Strategic Management, and International Investment in International Business. In terms of my studies, I am able to work in an environment that requires me to meet all of the following criteria: work under pressure, critical thinking, independence, quick learning, and teamwork.

UNIVERSITY TEKNOLOGI MARA (UITM) BANDARAYA MELAKA
Bachelor of Business Administration (Hons) International Business
• CGPA: 3.47

MALAYSIAN UNIVERSITY ENGLISH TEST
• BAND 3.5

MELAKA INTERNATIONAL COLLEGE OF SCIENCE AND TECHNOLOGY
DIPLOMA IN BUSINESS STUDIES
• CGPA: 2.85

SEKOLAH MENENGAH SAUJANA UTAMA
SIJIL PELAJARAN MALAYSIA

COMPUTER SKILLS

- MS Office (Words, Excel, PowerPoint)
- Google Drive (Docs, Sheets, Slides, Form)
- SPSS
- Canva

CO-CURRICULUM ACTIVITIES

2020-2022

- Participated in IBEAST Volleyball Tournament.
- Kesatria Uniform Active Member Sport Wellness.
- Participated in Choir on MAYA event.

2017-2019

- 3rd Place in Badminton Tournament.
- Taekwondo Active Member.
- Participated in Esport Tournament.
- Organized CSR at Masjid Al Azim Melaka.

2012-2016

- Participated in Silat Gayong Malaysia Tournament.
- Participated in Volleyball Open Tournament.
- Scout Active Member.

PROJECTS

BACHELOR OF BUSINESS ADMINISTRATION (HONS) INTERNATIONAL BUSINESS. / *February 2021 – August 2023*

- Managed the 'Enchanting Sabah Borneo' program as a Logistics Leader.
- Participated in 'Program Khidmat Masyarakat' at Kampung Sambah, Sabah.
- Served as Logistics Team leader for event under subject HTH558 at SK TENKERA.

DIPLOMA IN BUSINESS STUDIES. / *May 2017 – May 2019*

- Organized ESport Tournament as a Marketers and managed to attract 10 teams.
- Managed Entrepreneurship subject as a Project Manager in 10 weeks and reaches the targeted sales.
- Innovated the portable ramp for wheelchair users that would help them face any obstacles easily.
- In charged for CSR event to encourage our local society involving in this program to appreciate our religious place.

WORKING EXPERIENCE

PART TIME at LF LOGISTICS. / *May 2020 – August 2020*

- Receiving pack of goods from container.
- Sorting item to each group of the goods.
- Recounting each of stocks once a week.

VENDING MACHINE MAINTENANCE SUPERVISOR. / *December 2019 – February 2020*

- Ensured the standards operating procedures of maintenance are followed.
- Handled customer request to refill the machine quickly.
- Stock counted on the items at the storage.
- Recorded the costing and profit each machine after the maintenance.

FULL TIME CASHIER at THE BOSS ENTERPRISE. / *December 2016 – May 2017*

- Received payments and issued receipts, and kept track of all cash and credit transactions.
- Were responsible to have a good attention to detail when stocktaking and cashing up
- Took details of a customer's feedback regarding the service that we provide.

REFERENCE

ISHAM BIN ABIDIN (ACADEMIC ADVISOR)



COMPANY PROFILE

COMPANY NAME: A&Y TECHNOLOGY (M) SDN.BHD.

OFFICE ADDRESS: NO.7, JALAN PERMAI 1, OFF JALAN HJ. SIRAT, 41050 KLANG, SELANGOR DARUL EHSAN.

COMPANY REG.NO: 839391-T

GST REG.NO: 001485430784

TEL/FAKS NO: 603-32903848

E-MAIL: yusrikasah.aytechmsb@gmail.com

SHARE HOLDER: YUSRI BIN KASAH

SALDIWANA BINTI MOHAMAD SALLEH

SHARE EQUITY: 100% BUMIPUTRA

NATURE OF BUSINESS: METAL FABRICATION WORKS, CONSTRUCTION WORKS, MACHINING PARTS, JIGS & FIXTURE ELECTRICAL & MECHANICAL PART SUPPLY, AUTOMATION / ENGINEERING & FABRICATION WORKS, GENERAL TRADING, TELECOMMUNICATION.

MANAGING STAFF

DIRECTOR: YUSRI BIN KASAH

SALDIWANA BINTI MOHAMAD SALLEH

SUPERIOR MANAGER: RAZAK BIN KUDIN

DESIGNER: RAZALI BIN AHMAD

TECHNICAL EXECUTIVE: HARUN BIN MOHAMED

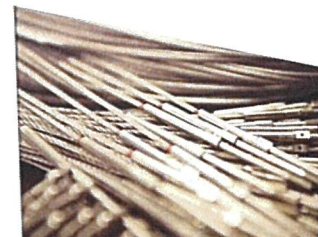
MARKETING MANAGER : MUHAMAD YUNUS BIN HAMBALI

MOHD MUZAIR BIN RAZALI

MARKETING EXECUTIVE : MOHD MUZAIR BIN RAZALI

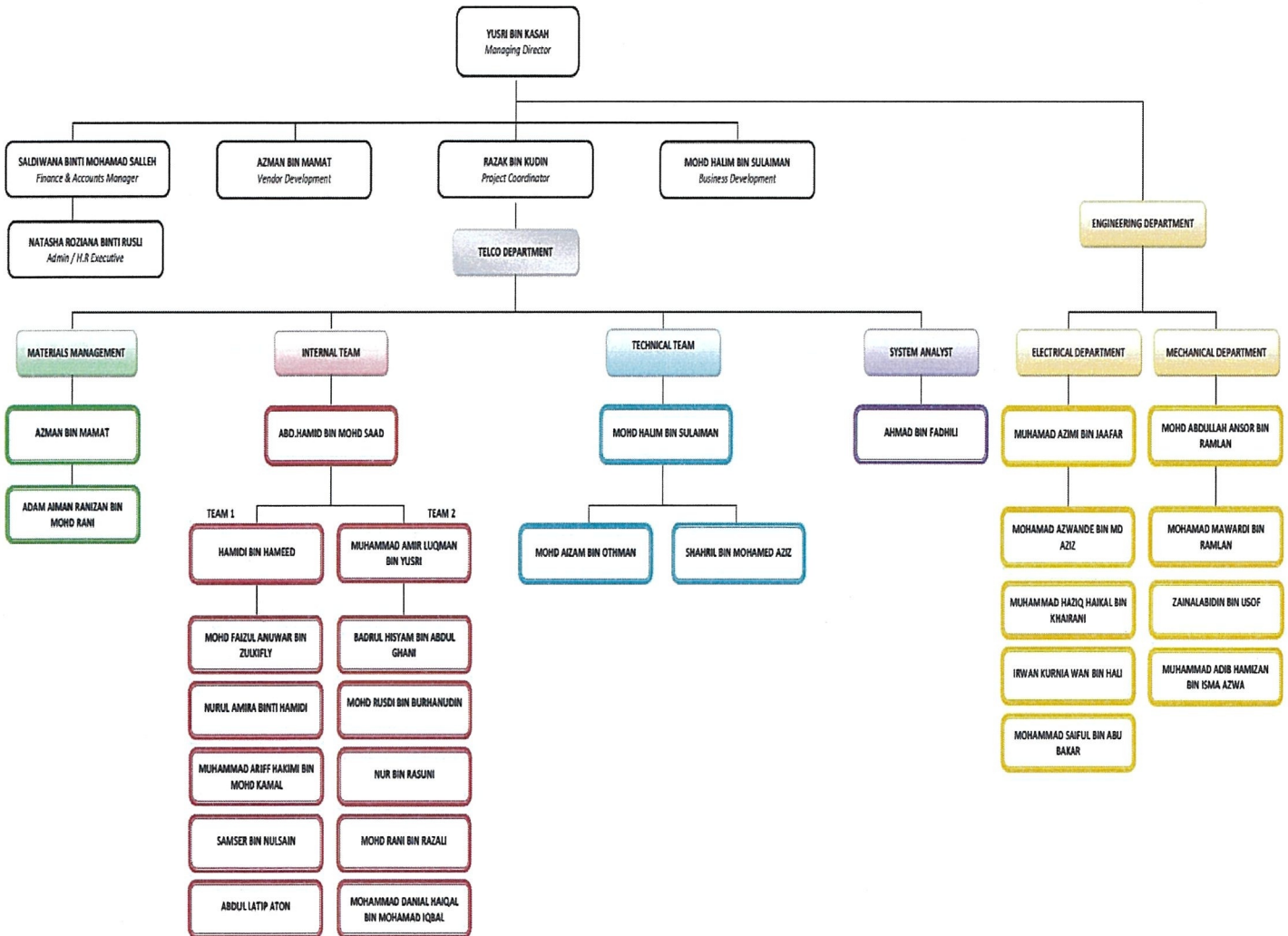
YUSRI BIN KASAH

COMPANY SECRETARY: YUSNIZAM BIN AHMAD





ORGANIZATIONAL CHART



ABOUT A&Y TECHNOLOGY (M) SDN BHD

A&Y Technology is a distribution trading & sourcing company. The company markets & distributes industrial products and brands that are globally recognized. A&Y Technology are representing many of the major market brands in Lubricant, Chemical & Industrial tool and supply for light and heavy industry.

A&Y Technology is also a sourcing house that provides products & services in accordance with clients' or industrial requirements. We have strong business relationships and dealings with several exclusive industrial brands across the globe. We deal with Lubricant, Grease Metal and Telco working companies in Malaysia & overseas.100

A&Y Technology carry a wide range of brands to suit each industrial requirement, whether Lubricant, Grease, Chemical, Tools or specific Industrial requirement A&Y Technology will provide the best possible product & services.

As for now, this company is mainly focusing on a project that related to fiber optic which in telecommunication field and also using engineering services. Their clients include Telekom Malaysia, OPCOM, Celcom, TCI and "Allo" telco which in newly introduce by Tenaga Nasional Berhad.

A&Y TECHNOLOGY CLIENTS



OBJECTIVE OF THE COMPANY

1. To make available a wide range of Brands of high-quality products and reliable services to our valued customers.
2. To entertain all inquiries and orders without limitation to establish fulfillment no matter how big or small the requirements.
3. To maintain the highest standard of performance in every area of the business as well as provide exceptional products & services at competitive prices to obtain satisfaction with productive results.
4. To establish long term business relationship that will benefit both parties.
5. To establish a One Stop platform for all Industrial needs & demand in accordance with Industrial client's requirement on product & services.

COMPANY MISSION & VISION

- ▶ Sustain: long term business relationships toward product fulfillment & satisfaction.
- ▶ Service: providing top notch services to our customers without additional cost.
- ▶ Informative: providing detail & accurate information on our product & services.
- ▶ Commitment: In providing our best products & services to our valued customers with limitations.
- ▶ Solutions: In providing our most accurate solution on product recommendation & technical support on product brands & demands.
- ▶ Prices: In providing cost-saving prices for better profitable margins for our customers.
- ▶ Product: In offering a wide range of products as a single platform for each Industrial needs.



SWOT ANALYSIS

Strengths:

- Advance in Machinery and equipment

Due to its technologically advanced apparatus, A&Y Company may be given priority for telco projects. Since A&Y Company possesses micro trenching and HDD (Horizontal Directional Drilling) machines, they are able to strengthen their position in the telecommunications industry and telco fiber initiatives. By utilizing this equipment, labour and material costs can be reduced over time, resulting in cost savings for telco fiber initiatives. In addition, A&Y can collaborate with other subcontractors or telecommunication service providers whose projects require micro trenching and HDD services. Strong alliances can result in joint initiatives and increased business opportunities. A&Y Company can distinguish itself in the telecommunications industry and become a go-to provider for telco fiber projects by leveraging the benefits of micro trenching and HDD machinery. Expertise, efficiency, and cost-effectiveness will attract customers and contribute to the growth and success of the business.

- Potential for long-term business relationships

By partnering with Telekom Malaysia, A&Y Company has the potential for long-term business relationships as a subcontractor. By fulfilling the subcontract with Telekom Malaysia successfully, A&Y could demonstrate its dependability, professionalism, and expertise in delivering high-quality goods or services. This demonstration of expertise inspires trust and confidence in A&Y's capabilities, establishing them as a dependable companion for future endeavors. Aside from that, a successful subcontract with Telekom Malaysia establishes A&Y's credibility and track record. When Telekom Malaysia contemplates subcontractors for future projects, this track record will be a significant factor. If A&Y consistently produces satisfactory results, it will be more likely to be given additional contracts, resulting in repeat business. It is essential that A&Y consistently produces high-quality work, maintains clear lines of communication, and actively seeks opportunities to contribute value to Telekom Malaysia's projects. This will increase the likelihood of A&Y establishing long-lasting business relationships, establishing a solid reputation, and nurturing ongoing collaboration with Telekom Malaysia.

Weaknesses:

- Dependence on a single customer

A&Y Company's dependence on a single customer, such as Telekom Malaysia, for subcontracting presents certain risks and vulnerabilities. If Telekom Malaysia experiences financial difficulties or a difficult period, it could hinder their ability to continue subcontracting and invest in new projects. Consequently, A&Y's revenue and business growth could be severely impacted. Due to the lack of diversified revenue streams to mitigate potential losses, reliance on a single consumer heightens a company's susceptibility to such financial risks. A&Y's ability to diversify its client base is hindered by its reliance on a single customer. Diversification is essential for the stability and resilience of a business. Multiple customers reduce the impact of any adverse events associated with a single customer by distributing the associated risks. By relying solely on Telekom Malaysia, A&Y may overlook opportunities to establish relationships with other prospective clients. A&Y's development potential may be limited by its reliance on Telekom Malaysia alone. Although there may be short-term benefits and repeat business, the company may neglect opportunities to expand into other markets, industries, or geographies.

- Exposure to competition

When working for Telekom Malaysia as a subcontractor, A&Y would face competition from other firms bidding on the same jobs. There are a number of ways in which A&Y's operations and future prospects could be impacted by its exposure to competition. Many telecommunication jobs that have more than one contractor bidding on them go through a bidding process. If A&Y wants to win contracts, it will have to take part in the competitive bidding process. The organization would have to submit bids that stand out from the crowd by showcasing its strengths in areas such as knowledge, cost, and experience. In the contracting business, price is a major differentiating factor among competitors. It's possible that other firms will submit more competitive bids or prices in an effort to win over clients.

Opportunities:

- Expansion of services

A&Y can attract new clients and expand its market reach by leveraging Telekom Malaysia's enormous customer base to expand service offerings. A&Y can partner with Telekom Malaysia to investigate synergies and combined services. A&Y can use Telekom Malaysia's brand reputation, customer relationships, and market presence to recruit new clients. A&Y may create Telekom Malaysia-specific service bundles. A&Y can offer customized solutions for these consumers by understanding their demands and trouble spots. This customised strategy can distinguish A&Y from competitors and make their extended services more appealing to Telekom Malaysia's customers. A&Y should ensure their expanding services are as reliable and high-quality as their current ones. Service quality, project timelines, and customer happiness will assist Telekom Malaysia acquire new customers and develop a great reputation. A&Y can grow by strategically expanding its services using Telekom Malaysia's enormous client base. Understanding consumer demands, personalizing services, and focusing on quality, reliability, and satisfaction with clients are vital.

- Possibility for collaboration and partnerships

A&Y can collaborate with other Telekom Malaysia contractors and suppliers as a subcontractor. A&Y may cooperate with other contractors or suppliers in the Telekom Malaysia ecosystem to bid on and complete larger or more complicated projects. Collaboration may boost project wins and comprehensive solutions by integrating experience, resources, and skills. A&Y can also share resources, equipment, and facilities with other contractors or suppliers in the Telekom Malaysia ecosystem to optimize costs and operations. A&Y and its partners may save money, boost productivity, and streamline project execution by sharing resources. A&Y may learn from contractors and suppliers by collaborating. A&Y can learn best practices, creative ideas, and industry insights from partners with varied skills. This partnership can help A&Y grow and develop. A&Y should aggressively engage with Telekom Malaysia, attend industry events and forums, and network with potential partners to maximize collaboration and collaborations. Successful Telekom Malaysia ecosystem cooperation require trust, open communication, and goal alignment.

Threats:

- Economic downturns

Economic downturns or recessions can have an effect on the telecommunications industry, which can in turn affect A&Y as a subcontractor of Telekom Malaysia. Businesses and individuals may reduce their investments, including infrastructure and telecommunications initiatives, during economic downturns. This decrease in investment may reduce the number of available projects for A&Y to bid on and secure. A&Y's services may experience a decline in demand due to the industry's general downturn. Moreover, economic recessions frequently result in budgetary restrictions for businesses, including Telekom Malaysia. Consequently, Telekom Malaysia may have limited funds to allocate to subcontractors. There may be fewer project opportunities or stricter budgetary constraints for the projects in which A&Y is involved. This can affect A&Y's revenue and profitability. In times of economic uncertainty, businesses may delay or cancel telecommunications initiatives in an effort to conserve resources and mitigate financial risks. This may result in delays or cancellations of initiatives for which A&Y was originally hired. Such delays or cancellations can reduce A&Y's workload and have a negative financial impact.

- Dependence on Telekom Malaysia's decisions

As a subcontractor, A&Y's operations, and capacity to meet its obligations are contingent upon Telekom Malaysia's decisions. In multiple ways, Telekom Malaysia's decisions can have a significant impact on A&Y. Additionally, Telekom Malaysia may modify project requirements, scope, or schedules. These alterations may hinder A&Y's ability to fulfil its obligations. Adapting to new requirements may necessitate additional resources, expertise, or time, which may result in increased expenses and possible delays for A&Y. It may also necessitate adjustments to project plans, personnel, or material procurement, affecting A&Y's operational effectiveness. Thus, Telekom Malaysia's resource allocation and burden distribution decisions can have an effect on A&Y's operations. If Telekom Malaysia prioritizes other subcontractors or reduces the amount of work assigned to A&Y, the number of projects, revenue, and overall workload may decrease. This may influence A&Y's financial stability and ability to maintain its workforce.

RECOMMENDATION

Strength

- Advance in machinery and equipment

My recommendation on how A&Y can improve more on this are they can expand market by explore more opportunities on others company. Identify new markets or geographic regions where A&Y's advanced machinery and equipment can be utilized. Other than that, target niche project. Capitalize on the unique capabilities of the advanced machinery and equipment to target niche projects that require specialized services. Focus on initiatives where conventional methods may not be practical or effective. Micro trenching reduces by one-third the time it takes to install fiber using conventional techniques, in some instances reducing days to hours. While A&Y may rely on a single client at present, the sophisticated machinery and equipment can be used to attract new clients in the telecommunications industry. Develop a proactive diversification strategy to actively pursue contracts with other telecom providers and affiliated industries. By implementing these suggestions, A&Y will be able to improve its business by leveraging its advanced machinery and equipment to attract new clients and secure more contracts in the telecommunications industry. Diversifying the customer base, expanding into new markets, and forming strategic alliances will reduce reliance on a single customer and result in long-term growth and success.

- Potential for long-term business

My recommendation on how A&Y can improve on this is continuously innovate and improve products or services to stay ahead of the competition. Regularly engage with Telekom Malaysia's customers for feedback and suggestions. This feedback can provide valuable insights for product enhancements and help tailor offerings to better meet customer expectations. Other than that, A&Y can explore opportunities to expand the distribution channels for A&Y Technology's products or services by leveraging Telekom Malaysia's network. This could involve situating A&Y Technology's products in Telekom Malaysia's retail stores, utilizing their online platforms, or utilizing their current distribution channels. Accessibility expansion can increase sales and market penetration. Additionally, A&Y can cultivate an internal culture of collaboration and innovation. Encourage employees to share their ideas, collaborate across teams, and seek out inventive solutions to problems. By fostering a culture of innovation and collaboration, A&Y will be able to introduce fresh

perspectives and distinctive offerings to its partnership with Telekom Malaysia, thereby enhancing its long-term business potential. By implementing these recommendations, A&Y Company can enhance its long-term business potential and strengthen its partnership with Telekom Malaysia. The establishment of trust, expansion of offerings, emphasis on continuous improvement, promotion of collaboration, and maintenance of a customer-centric approach will all contribute to the development of a prosperous and long-lasting business relationship.

Weaknesses

- Dependence on a single customer

In my opinion, A&Y should form strategic partnerships with complementary businesses or industry leaders. Collaborate with companies that offer compatible products or services to provide integrated solutions. These partnerships can help A&Y access new markets, leverage their partner's customer base, and enhance the overall value proposition. Besides that, A&Y must make continuous improvement. Continuously evaluate and enhance the effectiveness of internal operations. Streamline processes, maximize resource allocation, and implement cost-saving measures. This will increase competitiveness, enhance profitability, and provide a firmer foundation for the development and expansion of the business. By implementing these recommendations, A&Y can reduce its reliance on a single customer and create a business that is more resilient and diversified. A&Y can position itself for long-term success and reduce its susceptibility to fluctuations in its relationship with Telekom Malaysia by expanding its customer base, diversifying its products and markets, and emphasizing innovation and customer relationships.

- Exposure to competition

To overcome competition with other subcontractors under Telekom Malaysia, A&Y Technology (M) Sdn Bhd can try on following market intelligence. Stay updated on industry trends, competitor activities, and market demands. Conduct regular market research to identify emerging opportunities and customer needs. By understanding the market landscape, A&Y can tailor its offerings and strategies to meet evolving customer requirements and anticipate market shifts. Besides, A&Y also can develop a strong marketing and branding strategy to increase visibility and showcase A&Y's unique strengths. Feature successful project case studies, testimonials, and client satisfaction to establish credibility and set yourself apart from the competition. Utilize digital marketing channels, participate in industry events, and implement content

marketing to position A&Y as a reputable subcontractor. A&Y Technology (M) Sdn Bhd can improve its competitive position within Telekom Malaysia's subcontracting ecosystem by implementing these recommendations. By emphasizing differentiation, continuous improvement, market intelligence, customer-centricity, partnerships, and effective marketing, A&Y can distinguish itself from competitors and increase its chances of procuring contracts and sustaining long-term success.

Opportunities

- Expansion of services

To capitalize on the opportunities for expanding services as a subcontractor of Telekom Malaysia, A&Y Technology can obtain relevant industry certifications and adhere to recognized standards in service delivery. Certifications can improve A&Y's credibility and demonstrate its dedication to quality and compliance. Additionally, it can provide A&Y with a competitive advantage when tendering on projects that require specific certifications or compliance with industry standards. Other than that, ensure that A&Y has the scalability and flexibility to handle larger projects and increased service demands. To facilitate expansion, invest in resources, infrastructure, and human capital. A&Y should be able to manage multiple projects concurrently, provide services within strict deadlines, and adapt to shifting project scopes or requirements. By implementing these strategies, A&Y Technology will be able to expand its services as a subcontractor for Telekom Malaysia. A&Y can position itself for growth and capitalize on the opportunities Telekom Malaysia's expansion initiatives present.

- Possibility for collaboration and partnerships

When A&Y has opportunities for collaboration and partnerships with other sub-contractors under telco services, they can improve and maximize these opportunities by foster strong relationships. Build strong relationships with other sub-contractors by establishing open communication channels and mutual trust. Regularly engage in discussions, share insights, and discuss potential collaborative projects. Building a network of reliable partners can create a supportive ecosystem that benefits all involved parties. Besides that, can propose by showcase successful collaborations. Highlight successful collaborative projects in marketing materials and case studies. Demonstrating the value and impact of collaborative efforts can attract more clients and foster a positive reputation within the industry. By leveraging these strategies, A&Y can improve its position in the market, expand its service offerings, and gain a competitive advantage through strategic collaborations and partnerships with other

sub-contractors under telco services. A culture of collaboration and a focus on innovation can lead to mutually beneficial relationships that drive growth and success for all parties involved.

Threats

- Economic downturns

To mitigate the threats of economic downturns, maintain strong financial management practices to ensure a healthy financial position. Build and maintain sufficient cash reserves to weather economic uncertainties and avoid overreliance on credit during challenging times. This is important for covering in payout labour cost during hard times. Other than that, continuously assess and optimize operational costs without compromising on quality. Find opportunities to save money by consolidating processes and cutting wasteful spending. By adopting these measures, A&Y will be better able to weather economic storms and reduce the risks associated with over-reliance on the telecommunications sector and Telekom Malaysia. A&Y will be in a better position to grasp chances and weather storms in the current economic climate if the company adopts a proactive, agile, and adaptive strategy.

- Dependence on Telekom Malaysia's decisions

To address the threats of dependence on Telekom Malaysia's decisions and improve their situation, A&Y can develop a strong and collaborative relationship with Telekom Malaysia by fostering open communication and transparency. Engage with key decision-makers regularly to understand their strategic plans and project requirements. Then, A&Y also can develop contingency plans to address the potential risks associated with dependence on a single customer. Assess the possible effect of any changes in the relationship and develop risk-mitigation solutions. By applying these techniques, A&Y may lessen its reliance on Telekom Malaysia and increase its overall telecoms industry resilience. A&Y will flourish and adapt in a volatile market environment by diversification, customer satisfaction, smart alliances, and proactive planning.

CONCLUSION

I have learned a great deal during my nearly six-month internship as a logistics handler at A&Y Technology (M) Sdn Bhd, where I cooperated with the engineering of telecommunications projects.

Furthermore, I have learnt a lot about the fast-paced and fascinating nature of the telecoms business during this time. During my internship, I had the opportunity to help with the engineering of a telecommunications project as well as interact directly with the logistics team. I was able to get hands-on experience in inventory management, shipping coordination, and on-time equipment and material delivery to construction sites. Also, I refined my abilities to collaborate successfully with engineers, project managers, and suppliers across multidisciplinary teams to accomplish projects on time and within budget. During my internship, I learnt a lot about logistics and their relevance to the overall success of telecommunications projects. Therefore, I understand firsthand how critical it is to establish a good supply chain in order to achieve project deadlines and keep clients happy. The logistics industry has taught me the importance of careful planning, effective operation, and clear communication. I am skilled at keeping track of tracks in stock, following up on orders, and resolving any issues that may arise in the logistics department. I am certain that these skills will help me develop in my profession in logistics and similar industries. A&Y Technology (M) Sdn Bhd, where I interned. I now have a greater understanding of the problems that engineers face, as well as the significance of adaptability and creative problem solution.

To summarise, I learnt a lot and gained valuable knowledge during my internship, particularly in logistics and project engineering in the telecoms business. This internship has given me essential information and experience that I am certain will help me excel in my future profession.

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APPENDICES

