



اَوْنَبُوْ سَيِّدِيْ تَتِيكُوْ لُوْ كِنِيْ مَبَارَا
UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka

FACULTY OF BUSINESS AND MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

MALACCA BRANCH

MGT 666

INDUSTRIAL TRAINING REPORT

SYNERGY MARINE MALAYSIA SDN BHD

(1 MARCH - 15 AUGUST 2023)



Synergy Marine (M) Sdn. Bhd.

BY

FATIN DARWISA BINTI MOHD NADZARI

MATRIC NO

2020465642

PROGRAM

BA246 INTERNATIONAL BUSINESS

Executive summary

The skills and knowledge I'm gaining during my internship right now will be invaluable to me in my future career. For a period of six months, I was working with Synergy Marine (M) Sdn. Bhd. My time spent in industrial training was one of the highlights of my life. I learned so much about the industry and gained valuable skills that would serve me well in my future career because of it. During this period, I will be able to see knowledgeable professionals in their element, absorb information about the inner workings of the organization, and make significant contributions to its future growth.

However, during my internship at Synergy Marine (M) Sdn. Bhd., I contributed support for the company's commercial and business development team. An internship at Synergy Marine (M) Sdn. Bhd. could be a fantastic option for students who are interested in gaining experience in the maritime oil and gas industry. Synergy Marine (M) Sdn. Bhd is an established player in the oil and gas industry. The company provides comprehensive services to the offshore, and oil and gas industries. It's been great for my professional growth, and I feel like my internship has a deeper appreciation for diversity and equality as a result.

To help you make an informed decision, I've also provided details about our company's background, organizational vision, mission, and services. The training reflection section of this report details the tasks I was given during my internship and the growth I experienced as a result, both personally and professionally. The following discussion and recommendations for enhancing the company's competitive position are offered along with my SWOT analysis. The organization is doing a SWOT analysis as this report is being written, and the results will be used to inform the section on suggestions.

Acknowledgement

Since I am currently writing this report, I'd like to take this opportunity to express my appreciation for all of the help and advice I've gotten. Allah, the Highest, deserves all the glory and thanks for sustaining our lives and allowing us to continue breathing and experiencing the joys of being alive. We would flounder in this world without His wisdom and assistance. I would like to start by expressing my gratitude to my senior managers and assistant manager, En Mohd Suhaib b Azmi and Puan Norazlinda Md Noh, for their guidance and support. I value all of their efforts on my behalf. I appreciate them taking the time to answer my questions and for sharing their wealth of expertise and insight.

My thanks also go to Puan Nurul Azrin Binti Ariffin, who served as my mentor. I respect her willingness to think on her own in her research, and I hope to adopt her spirit of curiosity, originality, and rigor in my own efforts. In addition, I appreciate the support and encouragement I've received from my peers and colleagues at work and at university. Their input has been crucial to enhancing the strength of this research as a whole.

Finally, I'd want to give credit where recognition is due and thank the people whose work, I used in creating this report. The information and resources provided by many sources greatly aided my research and writing of this paper. In closing, I want to offer my deepest gratitude to everyone who has helped with this report. Their help and advice have been crucial to the accomplishment of this report.

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CHAPTER 1:

STUDENT'S PROFILE

1.0 Student profile



FATIN DARWISA BINTI MOHD NADZARI

Bachelor of Business Administration in International Business

An energetic and self-motivated business graduate with proven leadership abilities, who likes to take initiative and seek out new challenges, is looking for an internship position in any department where I can put my extensive knowledge from my course to use.

CONTACT INFORMATION



EDUCATION

2020 - 2023

Universiti Teknologi MARA Branch of Malacca City Campus

- Bachelor of Business Administration in International Business
- Graduated with 3.28 (CGPA)

2017 - 2020

Universiti Teknologi MARA branch of Sungai Petani, Kedah

- Diploma in Information Management
- Graduated with 2.89 (CGPA)

2016

Sekolah Menengah Kebangsaan Sierramas Sungai Buloh, Selangor

• -

LANGUAGE

- Bahasa Malaysia (Native proficiency)
- English (professional proficiency)

SKILL

- Communication skill and interpersonal skill
- Leadership and management skill
- Teamwork and problem solving
- time management

OTHER SKILL

- Microsoft Office
- PowerPoint
- Java Cascading Style Sheets basic

AWARD

- Bronze Award International innovation & Design in Library & Information Science competition 2018
- Bronze Medal Karisma Golf Universiti Teknologi Mara (2019)
- Anugerah Pencapaian Khas Comitee International Business Unity Club (2020/2021)

POSITION HELD EXPERIENCE

• **President in Golf Club (Universiti Teknologi MARA Sungai Petani Kedah) 2018-2019**

- Takes ultimate responsibility, with the rest of the Committee, essentially shape and the aims of the club for the year
- Goals and relevant strategic with providing leadership are developed in order to achieve the goals of the Club.
- Chair Committee meetings ensuring that club are run efficiently and effectively
- Lead the entire membership in a well-rounded program of activities, projects and Karnival Sukan Mahasiswa UiTM.

• **Exco Protocol Bureau for (IBUC) International Business Unity Club (Universiti Teknologi MARA Kampus Bandaraya Melaka (2020-2021)**

- To alert the Committee of any major works or repairs required for consideration
- The quality control of programs and services to meet the expectations of Team members.
- Planning event from start to finish according to requirements, target audience and objectives

• **Assistant Programme Coordinator for "Let's Think and Talk Event "in Professional Etiquettes for Hotelier (Universiti Teknologi MARA Kampus Bandaraya Melaka) 2022**

- Assist the President in deciding which matters are dealt with the full Committee and delegated to Committees
- Coordinate Club planning to ensure appropriate plans are developed, presented to and reviewed by the Committee, and enacted as required
- Represent the Club at meetings and event as agreed with by the President

• **Protocol Bureau for "Digital Nomadism: An Impeccable Stargaze of the Future" in Issues in Intenational Business (Universiti Teknologi MARA Kampus Bandaraya Melaka) 2022**

- Organize and run all managerial duties throughout the event.
- To alert the Committee of any major works or repairs required
- Supervise all the committee as an event coordinator.

EXTRACURRICULAR ACTIVITY

- Majlis Malam Pelancaran Produk Edutourism (2018)
- International innovation & Design in Library & information Science competition (2018)
- "Cultural performer" in the 2nd International Academic & Cultural Exchange 2019 (2019)
- INDUSTRIAL TALK: POST COVID-19 GRADUATES MARKETABILITY (2021)
- Program 3 P: Penampilan, Peribadi Dan Professional (2021)
- Webinar of "youth & Diplomacy: Soaring Upwards to A promising Future" (2023)

WORKING EXPERIENCE

Synergy Marine (M) Sdn. Bhd

March - August 2023

- To ensure the tenders and business proposals meet all relevant specifications, are in line with the most recent research available and best practice and are compliant with Client requirement.
- To provide technical & commercial writing skills to the team and have the ability to produce costing information to help the tender steering team decision making.

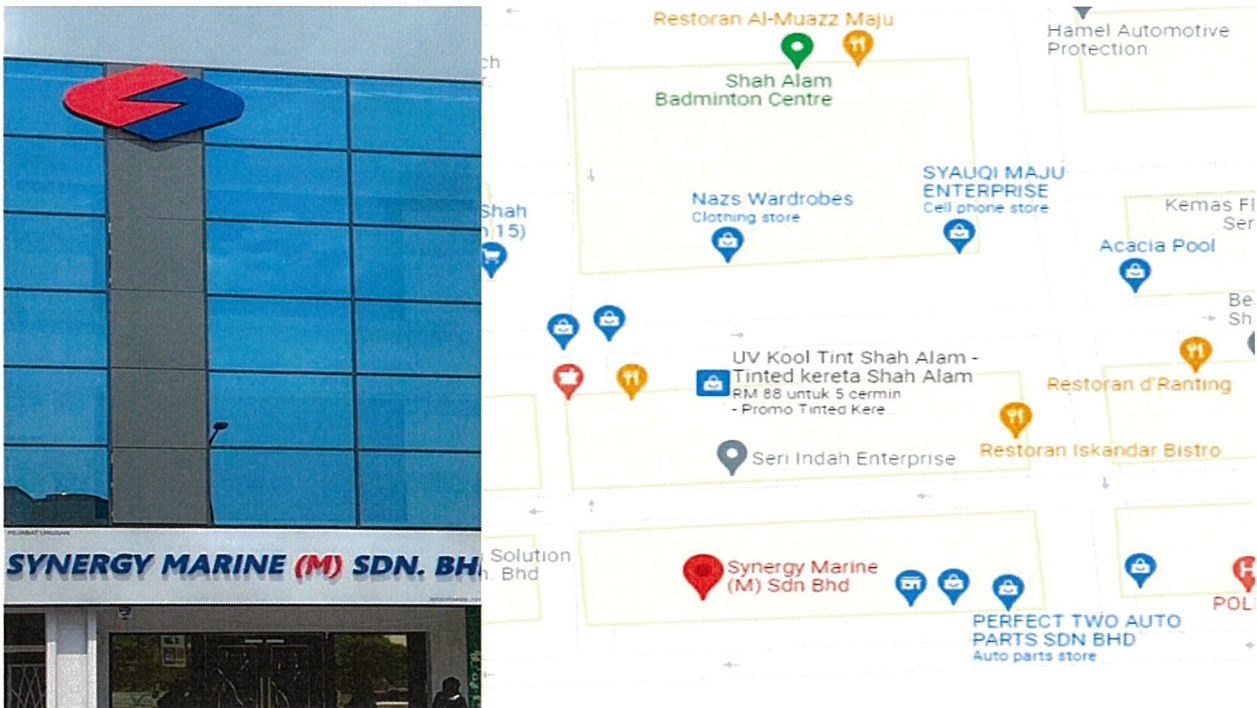
CHAPTER 2

COMPANY'S PROFILE

2.1 Name and Location

OFFICE HQ ADDRESS

- BIDDER NAME : **SYNERGY MARINE (M) SDN BHD**
- ADDRESS : No.21-G, Jalan Tukul P/15 P, Seksyen 15, 40200 Shah Alam, Selangor.
- TELEPHONE NO : +603 5510 8260
- FAX NO : +603 5523 8265
- OPERATION HOUR : 8 :30 A.M - 5:30 P.M.



2.2 Background of the Company



Synergy Marine (M) Sdn. Bhd.

Synergy Marine Sdn Bhd or known as (“SMMSB”) establish on 2012 as Bumiputera company that specializes in providing offshore marine transportation service for oil and gas industry. They are a Malaysian company registered with the Companies Commission (1019421-T) and the Ministry of Finance. The founder of SMMSB, YBhg. Dato' Roslan Bin Ahmad, has been an entrepreneur for more than 34 years. His experience spans the fields of development, engineering, transportation, services, and the maritime industry. Since 2002, he has been actively involved in OSV's chartering enterprises, operations, and offering his expertise in O&G Exploration & Production to a wide range of clients across the globe, but especially to major oil corporations in Malaysia, Thailand, and the Middle East. He also is a lifetime member of the Maritime Strategic Association of Malaysia (MASTRA), the chairman of the MASTRA Offshore Group, and a part of the International Association of Marine and Shipping Professionals (IAMSP) in the United Kingdom.

The fleet of vessels operated by Synergy Marine (M) Sdn Bhd (SMMSB) is extensive, including Anchor Handling Tugs Vessels (AHTS), Platform Supply Vessels (PSV), Accommodation Boats/Barges (AWB), Survey Vessels (SV), Crew Boats, and many more. However, the leadership of Synergy maritime (M) Sdn Bhd (SMMSB) has a wealth of experience in the maritime service business.

“SMMSB” primary clients are oil and gas businesses and contractors. They also have offshore engineering and services contractors, vessel owners and managers, and logistical support firms as clients. Their clients also include offshore drilling and servicing firms, as well as offshore general contractors. They also are committed to offering excellent services to ensure our customers' satisfaction. The executive team of “SMMSB” has extensive experience in the maritime services industry. This enables them to give their clients the best offshore support vessel and other services.

2.3 Vision and Mission

Vision

The company aspires to be the most preferred offshore support vessel provider for Malaysia oil and gas industries. Synergy Marine (M) SDN. Bhd emphasis to meet international standards in providing services.

Mission

The Company will provide superior quality service and make a contribution to the success of the business customers and communities we support. We will achieve our mission by providing timely, accurate and professional service at each and every customer contact.

2.4 Core Value Customer services & Satisfaction

Synergy Marine (M) Sdn. Bhd. Dedicated to satisfying customer needs & focus on customer relationships that build trust, confidence and loyalty.

Passion

Putting the heart and mind in the work to get the best

Empowerment

Empowering the Employees to take initiative and give the best

Efficiency

Being Efficient and Effective in our approach to give best solution each time

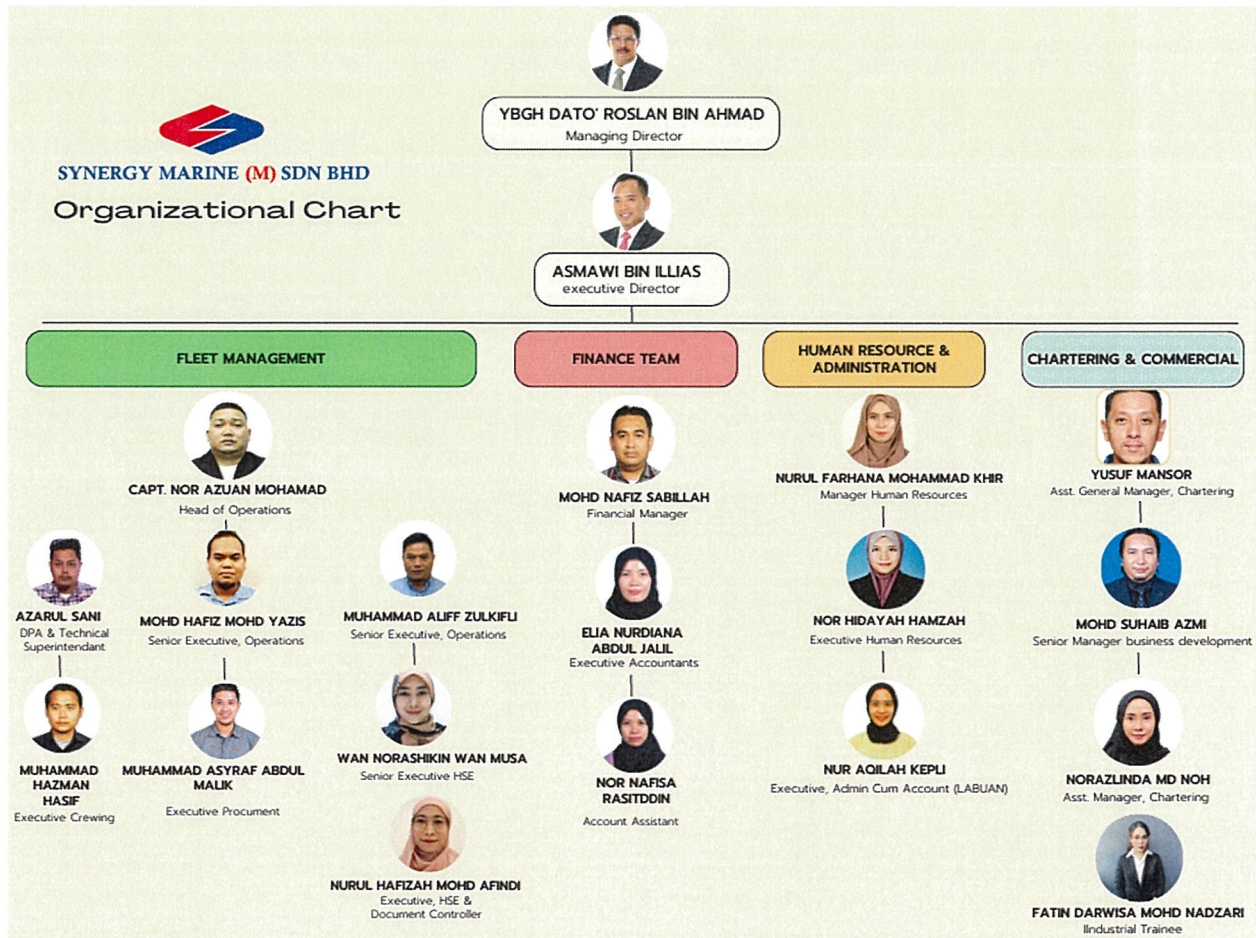
Teamwork

Work Together to achieve our common goals

Commitment.

Commitment to roll great service and other initiatives that impact lives both within and outside the organization.

2.5 Organizational Structure



CHAPTER 3:

TRAINING'S REFLECTION

3.0

Training

Reflection

3.1 Receive and reply to the clients' emails.

The majority of my work entails receiving and replying to the clients' emails either to acknowledge their participation or to decline due to vessel unavailability in organization. For example, as a figure picture below 3.1, there is a tender charterer document from one of the clients from Dayang Enterprise Sdn Bhd (DESB). Here on below, we are bidding and participating on our vessel for the client and proposing our vessel based on the requirements provided by the client. On the other hand, I am required to request information from our client by email as to whether or not the vessel is available to be used by the end user. As can be seen in the 3.1.2 picture that follows, one of the questions that we pose to an "SMMSB" exclusive agent, who also happens to be the owner of Eastern Navigation Ltd., is whether the need from the end user is compatible with using their vessel.



Example figure 3.1.1: an example of an acknowledgement to a client for participating in a bid tender since the vessel is available and submitting paperwork that the customer requested for the vessel.

Reply Reply All Forward



Fri 3/3/2023 10:37 AM

darwisa@synergymarine.com.my

FW: RFQ REF. NO. MR#70728 - PROVISION OF SUPPLY ONE(1) UNIT OF ACCOMODATION WORK BARGE (DP2 AWB) FOR BOKOR BETTY REJUVENATION PROJECT(CAMPAIGN 2023)-RCP

To 'Christopher Lim'

Cc 'Pamela Tay'; 'Chartering SMMSB'

 ATTACHMENT II - Price schedule (DP2 AWB).xlsx 23 KB	 ATTACHMENT I- DESB T & C REV.4 03.11.22.pdf 754 KB
 ATTACHMENT III - TEC for AWB DP2.XLSX 128 KB	 fuel declaration form.png 76 KB

Dear Chris,

We received RFQ from for Prov. Of (1)AWB-DP2. The brief details as below:

- **Vessel requirement:**
 - i. *DP2*
 - ii. *Accommodation=150 pax*
 - iii. *Deck space=500m2*
- **Duration: Approx. 90days+60 days**
- **Commencement: July-Nov 2023**
- **Delivery: ASB, Labuan**

If you have any suitable vessel to propose, kindly fill up the TEQ as attached and revert to latest by **15th March @ 1200hrs.**

Example: 3.1.2 request for vessel availability to the client.

3.2 Transfer all the Document into the Synergy server.

Following that, I must move all charterer documentation from the email to their system, known as the Synergy Server. The Charterer document usually includes the vessel's technical and commercial requirements, a general terms and conditions agreement, and an anti-bribery and corruption policy agreement. All the charterer documentation needs to be saved safely for the company observation. For example, as shown in Figure 3.2, a market survey from a client requesting a request for quotation, survey for analysis and invitation to bid.

Reply Reply All Forward



Thu 8/6/2023 4:04 PM

peihung@desb.net

RESEND - Market Survey of Accommodation Workbarge (AWB) for Nippon New ALQ Upgrade

To

Cc peihung@desb.net

You replied to this message on 15/6/2023 4:17 PM.

- AWB - General Term & Condition.pdf
138 KB
- AWB - Technical Requirement.pdf
161 KB
- Anti-Bribery and Corruption Policy.pdf

Dear Sir/Madam,

CORRECTION!

Please quote 'Workbarge' instead of Workboat which wrongly stated in the earlier email. Kindly feedback on or before the closing date **15th June 2023 (Thursday)**.

In addition, please find attached 'Commercial Template'.

Sorry for any inconvenience caused to you and look forward your prompt reply.

Example figure 3.2: A commercial and technical contract from one of Synergy Marine (M) Sdn Bhd' clients necessitate a market survey for Accommodations Work Barge (AWB)

3.3 Create a new folder for each client.

Furthermore, I have to create a separate file for every client organization that communicates project specifications for ship usage as well as the file will be used as a reference for business and commercial departments and companies. It is important to ensure that all of this data is handled appropriately in order to record it safely. For example, as shown in figure 3.3, there are 42 files for each client organization, and each file has their own documentation for charter documentation, as well as documentation that follows the work of the project and the requirements of the ship they require, as well as the location and duration of the vessel that they require.

ALAM MARITIME	BSKH	CARIMIN
CHOC	CONOCOPHILIPS	COSL
CPOC	DESB	EET
EMEPMI	EnQuest	EXXON MOBIL
HESS	HHA ASSOCIATES	IPC
JADESTONE	JX NIPPON	MDDC
MIE	MMHE MHB	MMS
MTCE	MUBADALA	PCSB
PERDANA	PETRA	PETROFAC
PIONEER PEGASUS	POSCO	PTTEP
ROC OIL	SAA ENGINEERING	SAPURA ENERGY
SAPURA PINEWELL	SEAH	SHELL
STARKE MARINE	T7 Global Berhad	TRADING SM EXPLORER
TURCOMP	VELESTO	VESTIGO

Example figure 3.3: Create a file that follows the company's client organization for a certain project.

3.4 Transfer into excel list of invitations.

Due to client needs, I must fill out all of the information in the documents based on the vessel specifications, and from this document, I must transfer all of the details into a specific excel file that is created for each task as a record. This excels file consists of the record for each client requirement, such as clients name, tender record, tender title, tender screening, received date, closing date, closing hours, commencement date, duration, vessel type, and technical requirement for vessel. This excel list is for client tender participation in order for the business and commercial departments to track the information that has been submitted.

Document Recovery

Excel has recovered the following files. Save the ones you wish to keep.

- List of Invitation (2023).xlsx
Version created last time the...
30/6/2023 11:23 AM
- List of Invitation (2023).xlsx
Version created last time the...
4/7/2023 10:13 AM
- List of Invitation (2023) (ver...
Version created from the last...
16/6/2023 4:18 PM
- List of Invitation (2023).xlsx
Version created last time the...
16/6/2023 12:36 PM

[Which file do I want to save?](#)

	B	C	D	E	F	G	H	I	J	K	L	M	N	O
125	PCSB		Market Survey for AHTS 120MT	Survey	20/6/2023	23/6/2023		10-Jul-23		AHTS		1,100		
126	TURCOMP	TES-PL431-MV-RFQ.	Prov. Of DP2 Main Construction	RFQ	25/6/2023	23/6/2023	1700	7-Sep-23		MCV	1000		DP2	10
127	Esxon Mobil			Survey	23/6/2023	27/6/2023	1200	Early August	4 months	2 x SSV	4500			
128	PCSB		PETRONAS MARKET SURVEY	Survey	23/6/2023	27/6/2023	1200	July 8 August 2023		AHTS		L 60 i. 80 H. 200		
129	ME OFFSHORE	MY3229123-RFQ-039	PROVISION OF SUPPLY ONE (1	RFQ	23/6/2023	26/6/2023	1700	3rd Week of August 2023	65days	AHTS	2500	40		9
130	PCSB		MARKET SURVEY SPECIFICA	Survey	26/6/2023	27/6/2023	1700	1-Sep-23		UV				
131	PTTEP		Market Survey - Utility Vessel (U	Survey	26/6/2023	19/7/2023	1200	15-Nov-23	8 months	UV		40		8
132	ALAM MARITIME	AMMSB/2023M-HSD/05V-HH/LAR	PROVISION OF SUBSEA INSPE	Survey	26/6/2023	3/7/2023	1400	1st of August	3 months	DSV	4,700			20
133	ME OFFSHORE	MY3229123-RFQ-040	Prov. Of Technology Pilot Of Int	Survey	26/6/2023	5/7/2023	1700	3rd Week of August 2023	15 Month	AVB				
134	HHA ASSOCIATES	RFQ/09/PC/SEB/2023/02/02/24/00	Prov. Of Integrated Hook-up and	RFQ	28/6/2023	5/7/2023	1000	Aug-23	12 days - 7 days extension daily basis	Dumb Barge				
135	Sapura Energy	VOP/PC/PCAC-GP/2023	Provision Of Anchor Handling T	RFQ	29/6/2023	3/7/2023	1700	18-Aug-23	221 days - 129 Da	AHTS	4500	50		
136	JADESTONE	L23-A008	Prov. Of One (1) Unit Accommoda	ITB	29/6/2023	10/7/2023	1400	24/02/2023	20 August 2023 - 30 August 2023	AVB				10
137	DESB	HUC/2023/04/0E/001	Prov. Of Integrated Hook-Up An	RFQ	3/7/2023	7/7/2023	1700	22 nd August 2023	30 days - 30 days extension	AHTS	4500			10
138	DESB	HUC/2023/04/0E/001	Prov. OF INTEGRATED HOOK-	RFQ	03/07/2023	7/7/2023	1700	22-Aug-23	30 days - 30 days extension	SSV	4500			10
139	ME OFFSHORE		Prov. Of Offshore Transportation	Survey	3/7/2023	10/7/2023	1700		75 days - for PROV and An Closing project. 30 days - for	1. AHT 2. AHTS 3. DP/SV/RMP/SSV		L 60 - 80 - 100 - 160 - 200 - 250 2, 300		
		RFQ-09/2023	Provision of Subsea Inspection							DSV	4700			

Example figure 3.4: Transfer all data requirements from each client on the vessel type that they request into an excel file list of invitations.

3.5 To provide technical & commercial writing skills to the team and have the ability to produce costing information to help the tender steering team decision making.

I need to compile and analyze the many forms of commercial and technical documents contracts that I need to fill out for the customer. In addition, I need to be able to offer costing information to assist with the technical vessel spec requirement and provide a password for each tender. Technical documentation consists covering letter, proposal form, bidder questionnaires, technical proposal, execution plan, schedule of work, bidder organization, office facilities, KYC forms, past experience track records, SMS index proposal, HSE, local content, unpriced schedules of rates, bank guarantee, financial info, insurances, exception. While commercial files consist of covering letters, prices, schedules of rates and exceptions. It is necessary for all of this to be segmented into separate files and completed in accordance with the requirements outlined by the customer. As can be seen in figures 3.5.1 and 3.5.2 and 3.5.3, there were a variety of commercial and technical files that needed to be completed and handed over to the customers. I have to handle the preparation of contract documentation tender projects, and I must complete client expectations by accurately processing tasks and delivering on agreed-upon service standards. Moreover, I must ensure the correct application of the essential procedures and instruction requirements for the preparation of subcontracts. Lastly, I need to compile all the documentation either for big tender or minor tender. Typically, I was assigned incredibly critical project tenders and was required to finish them within strict deadlines.

Name	Size	File Type	Modified Date
T1- COVERING LETTER		Folder	2023-04-27 10:49:16
T2- PROPOSAL FORM		Folder	2023-04-27 11:09:07
T3- BIDDER QUESTIONNAIRES		Folder	2023-04-27 10:49:18
T4- EXHIBIT 1- TECHNICAL PROPOSAL		Folder	2023-04-27 11:28:20
T5- EXECUTION PLAN		Folder	2023-04-27 10:49:19
T6- SCHEDULE OF WORK		Folder	2023-04-27 10:49:19
T7- BIDDER ORGANIZATION & KEY PERSONN...		Folder	2023-04-27 10:49:20
T9- OFFICE FACILITIES		Folder	2023-04-27 10:49:20
T10- KYC FORM		Folder	2023-04-27 10:49:17
T11- PAST EXPERIENCE TRACK RECORD		Folder	2023-04-27 10:49:17
T12- QA QC		Folder	2023-04-27 10:49:17
T13- HSE		Folder	2023-04-27 10:49:17
T14- LOCAL CONTENT		Folder	2023-04-27 10:49:17
T15- UNPRICED SCHEDULE OF RATES		Folder	2023-04-27 10:49:17
T16- BANK GUARANTEE		Folder	2023-04-27 10:49:17

Example figure 3.5.1 Technical files.

Name	Size	File Type	Modified Date
C1- COVERING LETTER		Folder	2023-05-08 10:21:42
C2- PRICED SCHEDULE OF RATES		Folder	2023-05-08 10:21:42
C3- EXCEPTIONS		Folder	2023-05-08 10:21:42

Example figure 3.5.2 Commercial files

ergyMarine > Commercial > TENDER 2023 > CPOC > ITB- UTV- 240223 > Submission Synergy

Name	Date modified	Type	Size
Attachment	22/3/2023 4:30 PM	File folder	
Priced Proposal- SMMSB	23/3/2023 10:18 AM	File folder	
Unpriced Technical Proposal- SMMSB	23/3/2023 10:18 AM	File folder	
Attachment	23/3/2023 10:29 AM	WinRAR ZIP archive	60,858 KB
Cover Letter- Commercial	23/3/2023 10:16 AM	Adobe Acrobat D...	1,807 KB
Cover Letter- Technical	23/3/2023 10:17 AM	Adobe Acrobat D...	1,570 KB
Password	22/3/2023 4:33 PM	Text Document	1 KB
Priced Proposal- SMMSB	23/3/2023 10:20 AM	WinRAR ZIP archive	1,310 KB
Unpriced Technical Proposal- SMMSB	23/3/2023 2:46 PM	WinRAR ZIP archive	6,590 KB

Example 3.5.3: Documentation to propose to the client commercial and technical submission. A technical file always consists of vessel technical spec, scope of work requirement for the vessel, letter of agreement, fuel declaration form. While for Commercial, consist paperwork of price to

3.6 prepare to ensure the tenders and business proposals meet all relevant specifications, are in line with the most recent research available and best practice, and are compliant with Client requirement.

After I have finished compiling all of the commercial and technical files, the next step is to print out the documentation and bind all of each of the papers into one massive paper volume. There are two parts that need to be prepared by me, one is for the client, and the other is for the records of the company. As may be seen in figure 3.6, I need to print both the large and the little tender and tie them together into one paper book.



Example of figure 3.6 compiling big and small tender documentation projects for client and company records.

Next, one of the extrinsic benefits of working as an intern at Synergy Marine (M) Sdn Bhd. ('SMMSB') is that I earn a monthly salary of RM 600. Other benefits include the ability to claim RM150 for outstation and meal claims based on the number of days I was outstation during my 6-month internship period. For example, my department was occasionally called upon to join the operation team to an outstation to inspect the vessel. In these circumstances, as an intern, I can also file a claim on behalf of the company.

One of the most important lessons I learnt was how to perform in a professional environment. Learning how to stay organized, manage my time effectively, and clearly communicate my progress to my supervisors was all part of the learning process. All of these abilities are essential in any professional setting, and my internship at SMMSB provided plenty of chances to polish them. The knowledge and technical skill that I received in this company that I learned being multi-tasking, flexible teamwork with my department to fill up the tender, punctuality comes to the office and also completing my work on the schedules. Not only that, being in the real working world also I learn to have the intuition of willingness to take risks and negotiating, communication with my colleagues, and also being confident to meet up with the clients.

Reply Reply All Forward



Mon 3/7/2023 10:13 AM

darwisa@synergymarine.com.my

RE: RFQ for Provision of Marine Spread - DP2 Main Construction Vessel (DP2 MCV) [TENDER BULLETION NO.1] -

To 'hafizah@synergymarine.com.my'

Cc 'Chartering@synergymarine.com.my'

Attachment VII - HSSE Questionnaire.pdf
3 MB

Dear Ms Hafizah ,

Please refer to the attached HSE Questionnaire from Turcomp and kindly return us by Today.

Best regards,

Darwisa Nadzari

Commercial & Business Development Internship

SYNERGY MARINE (M) SDN BHD

Tel :
+603 5510 8260
+603 5510 8261

Fax :
+603 5523 4431

Address :
No 21, Jalan Tukul P15/P, Seksyen 15, 40200
Shah Alam

Website :
www.synergymarine.com.my

Example 4: A task that I must refer to the operational department in order to complete clients requirements.

CHAPTER 4

SWOT ANALYSIS

4.0 Swot analysis and recommendation

SWOT ANALYSIS

SYNERGY MARINE (M) SDN BHD

STRENGTHS

- A leading third party to supply vessels.
- Easy to secure contracts with the oil and gas industry.

WEAKNESS

- Lack of vessel owned by the company so it needs to lease vessels from other companies
- Company has only two main shareholders so there is lack of capital to buy more vessels

OPPORTUNITIES

- Collaboration with vessel companies led to future partnerships internationally.
- Government incentives given to the company can develop new business to support offshore wind farm industry.

THREATS

- There is an intense competition with Alam Maritime.
- Company has to face the unavoidable oil market downtime.

4.1 STRENGTH

4.1.1 A leading third party to supply vessels

My research has led me to the view that Synergy Marine (M) Sdn Bhd (also known as "SMMSB") is one of the most successful third-party ship management companies in Malaysia. This company focuses on a wide range of marine operations within the oil and gas industry. According to Willingale (1998) as the professional supply of a single or range of services by a management company separate from the vessel's ownership. Professional supply indicates that the ship manager is the supplier and delivers services to the shipowner who is the user under agreed-upon terms in exchange for a management fee. This demonstrates that the "SMMSB" has been successful in facilitating agreement among various industry stakeholders. They may work as an intermediary as a third-party agent, connecting clients with relevant suppliers or service providers, negotiating contracts, and guaranteeing smooth operations.

According to Mr. Suhaib Azmi and Norazlinda Md Noh, both of whom are from the business and commercial department, it has been said that Synergy Marine (M) Sdn Bhd ("SMMSB") is an exclusive agency for well-known vessel firms, in which the companies agree to enable the customer to be their sole market. For example, as can see in figure picture 4.1.1 in below "SMMSB" has been appointed as the exclusive agent for Eastern Navigation Ltd. and Marco Polo (VII) Pte.Ltd., both of which have a client in Singapore. As an exclusive agency, Synergy Marine may have access to specialized types of vessels such as anchor handling tugs (AHTS), accommodation work boat or barge (AWB), straight supply vessel (SSV), and others vessels for the project such as offshore support vessels, drilling rigs, or other oil and gas assets. Synergy Marine (M) Sdn Bhd would be in charge of marketing and contracting these vessels, as well as negotiating client contracts and coordinating logistics and operations. It indicates that they have sole authority to represent and market the services of these well-known vessel firms. However, being an exclusive agent necessitates tight collaboration and trust between the SMMSB and the other vessel companies.

I agree with my department who is stated by Mr. Suhaib Azmi and Mrs. Norazlinda Md Noh that Synergy Marine (M) Sdn Bhd will grow into a dominant player in the third-party

agency market. According to Mr. Suhaib Azmi, a senior manager in “SMMSB” stated that some of the companies in our field have comparatively few clients, which means that our target market looks to (“SMMSB”) whenever they need to delegate responsibility for a new venture. I would suggest that (“SMMSB”) should solicit feedback and recommendations from clientele for ways to improve. They must routinely solicit feedback from clients and suppliers in order to identify problem areas in their operations. If this action is taken on this input, the company's service quality can be continuously improved and the clientele would be satisfied with (“SMMSB”) service. According to Mr. Suhaib Azmi and Mrs. Nor Azlinda Md Noh agree with my suggestion of saying that SMMSB could improve its approach to attracting customers by soliciting feedback from those who have used the company's vessels or benefited from its services.

Evidence:



Figure 4.1.1 Letter of award from Eastern Navigation Ltd and Macro Polo Offshore (VII) Pte Ltd

4.1.2 Synergy Marine is easy to secure contracts with the oil and gas industry.

One of the primary aspects contributing to ("SMMSB's") ability to easily secure contracts with clients. Synergy Marine (M) Sdn Bhd may have a thorough understanding of the oil and gas industry's specialized needs and requirements. Their knowledge and specialization may make them an appealing option for clients looking for services in this field. For example, according to Mr. Suhaib Azmi, they successful secure contracts and have been awarded by their clients such as Jadestone Energy, Carigali-PTTEPI Operating Company Sdn Bhd (CPOC), Carigali Hess Operating Sdn Bhd, Petronas Carigali Sdn Bhd (PCSB), SHELL, and others. As can see in figure 4.1.2 picture below, there is an example of Jadestone Energy and Carigali-PTTEPI Operating Company Sdn Bhd give letter of award to Synergy Marine for the contract to use the vessel for the offshore project. As a result, the requirement of the vessel client needed, ("SMMSB") understands how to operate the whole scope of services equipment and vessel types that are required for the project's ongoing operation, whether they are operating offshore or at any step of their voyage.

Following that, one of the reasons Synergy Marine (M) Sdn Bhd ("SMMSB") is able to easily secure contracts with numerous oil and gas corporations is because of its exceptional services and reasonable price. According to Mr. Suhaib who is the senior manager of the business and commercial department, state that the clients may choose ("SMMSB") because of its high-quality services and commercially reliable. ("SMMSB") routinely delivers on their promises and provides competitive rates, which may help them get contracts. For example, Synergy Marine M Sdn Bhd ("SMMSB") they can tailor their services to meet the specific needs of their clients. They can control and deal with service business activities and this flexibility allows them to respond to the industry's changing demands and offer clients customized solutions. As for this, ("SMMSB") always position themselves as an excellent and successful secure contract with the oil and gas industry.

According to Mr. Suhaib Azmi and Mrs. Norazlinda who is from commercial and business department, as we have been discuss together, we can personally attest to the fact that (“SMMSB’s”) success in the oil and gas business that can be directly attributed to the company's ability to play to their strengths and win contracts with a wide variety of organizations. Due to this, as long as they prioritize their customers' satisfaction and the quality of the services they offer, they ought to be able to maintain their position as market leaders.

Evidence:

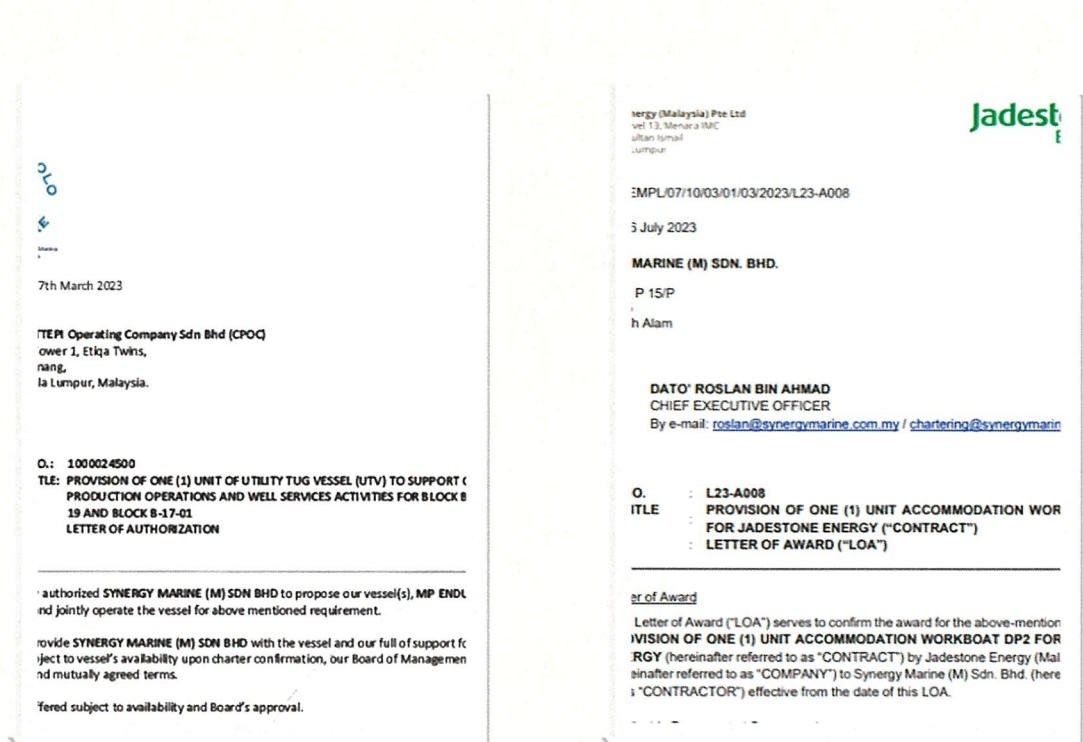


Figure 4.1.2 picture below, an example of Jadestone Energy and Carigali-PTTEPI Operating Company Sdn Bhd give letter of award to Synergy Marine for the contract to use the vessel.

4.2 WEAKNESS

4.2.1 Synergy marine has only one vessel so it needs to lease vessels from other companies.

Synergy Marine M Sdn Bhd (SMMSB)'s main problem is a limited supply of resources. According to Mr. Suhaib Azmi who is the senior manager of business and commercial department stated that, the synergy explorer, an Anchor Handling Tug Supply (AHTS), is the sole vessel the company has at its disposal right now at Kemaman, Terengganu. Because of this limitation, the company is less competitive than its rivals, some of the company may have much larger fleets. This indicates that Synergy Marine (M) Sdn Bhd' may lack the resources to handle multiple projects or to work on as many oils and gas field in different region at once to satisfy the needs of a sizable customer base. This may lead to delays in responding to customer needs or the loss of a business opportunity.

Furthermore, it may be dependent on a single asset. Synergy Marine M Sdn Bhd (SMMSB) faces more service disruptions because it only has one vessel. According to Capt nor Azuan, the head of operation in Synergy Marine (M) Sdn Bhd stated, If the ship needed maintenance or repairs, the company's ability to fulfill contracts and provide services would be severely hampered. As a result, Synergy Marine (M) Sdn. Bhd. collaborate with other companies that provide valuable services. This indicates that they can expand their service offerings and win contracts by partnering with companies that already have the necessary vessels and equipment.

My suggestion, SMMSB needs to diversify the fleet. With a good financial, Synergy Marine (M) Sdn Bhd (SMMSB) can invest in expanding its vessel fleet. This includes acquiring new vessels, upgrading existing ones, or diversifying its fleet to cater to different market segments or emerging industries. Increasing the fleet size and capabilities allows the company to take on more projects, serve a large client base, and potentially outperform competitors. According to Mr. Suhaib Azmi and Mrs. Nor Azlinda Md. Noh, they indicated that if businesses diversified their fleets, they would be able to expand new projects with other clients.

Evidence:



Figure 4.2.1 picture below, an example of Synergy Explorer one and only vessel that Synergy Marine (M) Sdn Bhd.

4.2.2 Synergy Marine only has two shareholders so there is lack of capital.

According to Mrs. Norazlinda the assistant manager in commercial department stated, a lack of funds can restrict a company's ability to make vital investments in things like new machinery, employee training, and expansion. Due to having only two shareholders, Synergy Marine M Sdn Bhd ("SMMSB") may be unable to adequately acquire assets. It may be difficult for ("SMMSB") to acquire the ships and other assets needed to expand their fleet and meet rising customer demand. This may impede their ability to secure new contacts or take on larger projects.

Next, Synergy marine M Sdn Bhd ("SMMSB") has only two shareholders, according to Mrs. Norazlinda, she stated that it may limit the company's ability to attract investment from local bank facilities. This can make it tough to entice large sums of money for use in growth-oriented endeavors like enlarging the business or investing in new assets, and et cetera. But it also has a financial impact on the business, as the two shareholders' desire and ability to invest in the company may hinge on its success in raising capital. If one investor runs into financial trouble or decides to sell their shares, it might negatively impact the company's stability and growth potential.

My suggestion to Synergy marine M Sdn Bhd (SMMSB) is to seek additional investment or change to a publicly listed company. Due to this, Mrs. Norazlinda also agreed to my statement as SMMSB need to explore options for bringing in additional investors to diversify ownership and inject fresh capital into the company. This could help alleviate the financial limitations and provide access to new expertise and resources.

4.3 OPPORTUNITY

4.3.1 Future collaboration and expansion with other vessel companies

International collaboration relationships may present Synergy Marine (M) Sdn. Bhd. ("SMMSB") with important opportunities. Since SMMSB is Eastern Navigation's and Marco Polo Ltd.'s sole agent in Singapore, this demonstrates how SMMSB may expand and get access to new customers and projects. According to Mrs. Norazlinda who is assistant manager in SMMSB stated that they can meet more new clients and get contracts that align with its area of expertise and vessel capabilities by extending into new regions. Furthermore, it might expand the company's ability to serve a wider clientele across numerous industries and geographical regions. According to Mr. Suhaib Azmi who is the senior manager of the business and commercial department, He stated that they want to extend their client engagement with Icon Offshore Berhad' since the company is publicly listed in Malaysia. According to Mr. Suhaib Azmi, Icon Offshore Berhad', already covered and service entire the Brunei regions. This shows that, Icon Offshore can access a larger customer base and tap into diverse markets. Due to this future collaboration with Icon Offshore Berhad", this will lead "SMMSB" to increased sales and revenue opportunities.

Additionally, it can strengthen Synergy Marine (M) Sdn. Bhd. ("SMMSB")'s competitive advantage through future collaboration and expansion. Synergy Marine may take advantage of their experience, track record, and industry knowledge to acquire a competitive edge in new markets. However, by emphasizing its competitive advantages, such as its high standards for safety, its commitment to dependability, and its operational effectiveness, SMMSB may establish itself as a top option for prospective clients.


I would agree that leveraging the strength of its partners will be beneficial for Synergy Marine (M) Sdn Bhd "SMMSB". Due to this, Mrs. Norazlinda and Mr. Suhaib Azmi agreed that collaborations with other vessel companies can present exciting opportunities for "SMMSB" to thrive in the oil and gas industry. By strategically utilizing the combined resources, expertise and market reach of the collaboration, "SMMSB" can further solidify its position and achieve long term success.

4.3.2 Government incentives given to synergy to develop new business to support vessels to the offshore wind farm industry.

According to Mr. Suhaib Azmi, he stated that MIDF can provide government incentives such as monetary incentive are provided to Synergy Marine M Sdn Bhd (SMMSB), which stands for Malaysian Industrial Development Finance Berhad' and its objective is to help foster industrial expansion as a catalyst for economic growth in Malaysia. According to MIDF accomplishes this through offering services that assist firms expand and achieve their objectives, such as SME financing, investment banking, and asset management. For example, Mr. Suhaib stated that Synergy Marine (M) Sdn Bhd (SMMSB) can consider engaging with MIDF (Malaysian Industrial Development Finance Berhad'), an investment bank, to develop a fundraising strategy where they can develop new business services in the wind energy industry. According to Mr. Suhaib Azmi, Senior Business Manager, also stated that by engaging with "MIDF", "SMMSB" can be providing service vessels to develop new business, the company has the possibility to supply service vessels to the offshore wind farm industry because there are few competitors in this sector of the economy. This will help ("SMMSB") can introduce innovative services to the market. This can set the company apart from the competitors, by providing a unique selling proposition and a competitive advantage.

Overall, due to this, Mr. Suhaib Azm, the senior manager in Business and Commercial in Synergy Marine (M) Sdn Bhd in which we have been discussed together, we would say that these government incentives create a favorable environment for "SMMSB" to expand its business into the offshore wind farm industry and contribute to the country's sustainable energy transition. By leveraging these opportunities, ("SMMSB") can position itself as key player in the offshore wind farm sector and driving positive environmental also an economic impact to the country of Malaysia.

Evidence:



02 August 2018 | 2QFY18 Results Review

Malaysia Marine & Heavy Engineering

Tough operating environment to persist in FY18

INVESTMENT HIGHLIGHTS

- Malaysia Marine & Heavy Engineering's (MMHE) 2QFY18 results registered net loss of -RM49.8m
- Revenue declined -16.6%yoy on lower project recognition
- Both Heavy Engineering and Marine segments suffered operating losses
- Maintain **NEUTRAL** with revised TP of RM0.73 per share

Operating losses from lower project recognition. MMHE suffered 2QFY18 net loss of -RM49.8m due to lower revenue recognition in the quarter. 6MFY18 revenue slumped by -36.6%yoy premised on lower recognition from tail-end projects and commencement of new projects. In addition, revenue was also affected by deferments of dry docking activities from vessel owners.

Heavy Engineering. Segment revenue declined by -12.8%yoy to RM137.8m as lower revenue recognition was recorded from tail-end projects and commencement of new projects. 2QFY18 saw the completion of FSO Bechamas 2 external turret and Sepat -A WHP. The Bokor Phase-3 redevelopment CPP is still in its infancy at about 16% completion. The operating losses were exacerbated by additional cost provisions made.

Marine. Segment revenue also declined by -14.1%yoy as vessel owners have deferred their dry-docking to a later period in light of changes in local shipping regulations and the saleaway of two FSOs. In addition, additional costs were also incurred on conversion with revenue recognition pending verification and approval.

Moving forward. Despite crude oil prices and the overall operating climate improving, FY18 will continue to be a challenging year for MMHE, especially for the Heavy Engineering segment. This is predominantly due to the timing differences in revenue and profit recognition between tail-end projects and new projects. The large portion of its orderbook consist of the RM1b Bokor CPP job which will only undergo the first steel cut in 3QFY18 - the large portion of works will happen only in FY19. In addition, its Marine segment is already operating at its ideal capacity.

Impact on earnings. Taking into consideration: (i) The unplanned cost escalation due to variation orders; (ii) Planned yard activities; (iii) Progress of current works at hand; (iv) estimated plant utilisation rates and; (v) expected marine repair and conversion works, we are reducing our FY18 and FY19 earnings estimates to RM9.3m and RM69m respectively.

Maintain NEUTRAL

Revised Target Price (TP): RM0.73
(previously RM0.87)

RETURN STATS	
Price (01 August 2018)	RM0.795
Target Price	RM0.730
Expected Share Price Return	-8.2%
Expected Dividend Yield	+1.3%
Expected Total Return	-6.9%

STOCK INFO	
KLCI	1,788.31
Bursa / Bloomberg	S186 / MMHE.MK
Board / Sector	Main/ Industrial
Syariah Compliant	Yes
Issued shares (mil)	1,600.0
Market cap. (RMm)	1,272.0
Price over NA	0.51x
52-wk price Range	RM0.62 - RM0.98
Beta (against KLCI)	1.48
3-mth Avg Daily Vol	0.52m
3-mth Avg Daily Value	RM0.38m
Major Shareholders (%)	
MISC Bhd	66.50
Techrip S.A.	8.50
Lembaga Tabung Haji	6.10

4.4 THREATS

4.1.4 Stiff competition with Alam Maritime

Synergy Marine (M) Sdn Bhd (SMMSB) faces difficulties in competing with Alam Maritim Resources Berhad' and the other major participant in the maritime business. Customers who have previously dealt with larger providers such as Alam Maritim Resources Berhad' may find it challenging to shift to Synergy Marine. According to Mr. Suhaib Azmi and Mrs. Norazlinda, they stated that, this is due to the fact that they have a lot of capital in their business, which can help with their financial stability and risk management. Having large capital offers Alam Maritim Resources Berhad' with greater financial stability and resilience during difficult times than Synergy Marine (M) Sdn Bhd. It enables the organization to weather market downturns, manage cash flow variations, and invest in risk management initiatives.

Following that, Synergy Marine (M) Sdn Bhd (SMMSB) occasionally has to fight with huge, well-established competitors who have tremendous resources and skills. By constraining its financial resources, vessel fleet size and quantity, or operational infrastructure, Synergy Marine (M) Sdn Bhd (SMMSB) may be limited in its capacity to compete on specific projects or offer a diverse variety of services. According to En Suhaib Azmi, senior business manager of Synergy Marine (M) Sdn Bhd (SMMSB), Alam Maritim Resources Berhad' owns and runs approximately 15 vessels that can be acquired to engage in a variety of specialty scope of services, serve a wider customer base, and perhaps outperform competitors.

My suggestion to the "SMMSB" is that they should ramp up their marketing and branding efforts, as well as participate in marketing and branding activities that will help them increase brand awareness and maintain a positive reputation in the market. However, according to my department add on is what they can do is exhibit the reputation, expertise, and trustworthiness of the "SMMSB" firm. The next thing they may do is to see in price and value, which involves evaluating their pricing plan to verify that it is still competitive while still providing value to clients. If a new competitor is undercutting their prices, they should emphasize the added value and benefits that clients obtain from purchasing their services instead of those of the new competition.

Evidence:

Alam Maritime Resources Berhad

Director's Profile

Puan Nordinah Binti Halid Bakarati Zahari
Executive Director & Chief Executive Officer

Datuk Azmi Bin Arslan
Executive Director & Chief Financial Officer

Ahmad Bahari Bin Bin
Executive Director & Chief Operating Officer

Ahmad Ruzaid Bin Ruzaid
Executive Director & Chief Technology Officer

TAP SWIR PLAN
Executive Director & Chief Information Officer

ALAM MARITIM RESOURCES BERHAD
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Anchor Handling Tug Supply

Anchor Handling Tug Supply (AHTS) vessels are mainly built to handle anchors for oil rigs, tow them to location, anchor them up and, in a few cases, serve as an Emergency Rescue and Recovery Vessel (ERRV). They are also used to transport supplies to and from offshore drilling rigs.
Alam Maritime Resources Berhad currently owns and operate 15 AHTS Vessel, list as below:

- The Investors of Alam Maritime
- Asset Supply Vessel

Figure 4.2.1 picture below, an example of Alam Maritime Resources Berhad' in which company that has a lot of investor and also have 15 assets in their company.

5 Oil market downtime can affect vessel

According to Skoko, Jurcevic, and Bozic (2013), the offshore vessel market replicates the crude oil production market, and rates have demonstrated some similarities with broader changes in crude oil price per barrel. A drop in demand for vessel services may result from an economic crisis in the oil market. When the price of oil drops, it can have a negative effect on vessels, which could lead to them being docked. According to Gorhoo, T. (2022), five years ago, oil, gas, and Offshore Supply markets were impacted, and contract durations in the oil and gas industries have reduced dramatically as the spot market has risen in popularity. This is because the oil and gas industries were influenced by Covid-19, and the industry recovered from the 2014 oil price slump from 2017 to 2019.

However, according to Mr. Suhaib Azmi and Mrs. Norazlinda stated that when the price of oil drops, exploration, production, and drilling tend to slow down. As a result, fewer vessels are needed to transfer supplies and provide maintenance for offshore facilities. Because of this, charter rates and business opportunities for ship owners and operators may go lower.

The next step in the crisis in the oil market is renegotiations and cancellations of contracts, which will be used as threats against Synergy Marine (M) Sdn Bhd (SMMSB). According to Mr. Suhaib Azmi, he stated that if the price of oil drops, clients may want to renegotiate their current contracts for cheaper terms or perhaps terminate them completely. This can cause problems with cash flow for vessel operators and raises doubts about the possibility of contract renewals in the future.

As Synergy Marine (M) Sdn Bhd (SMMSB) has been challenged by threats such as strong rivalry and a market oil drop, SMMSB must quickly react to market improvements. What they can do is gather market knowledge and analyze market trends in vessel technology, as well as track rival actions and developments in the oil industry. Not only that, they have to monitor industry development, market dynamics, and customer needs on an ongoing basis to discover emerging opportunities and potential threats for example, the oil market, and staying abreast of industry trends and projection can help them anticipate changes and make proactive decision. This data will allow SMMSB to make educated decisions and adjust its strategies as needed.

Evidence:

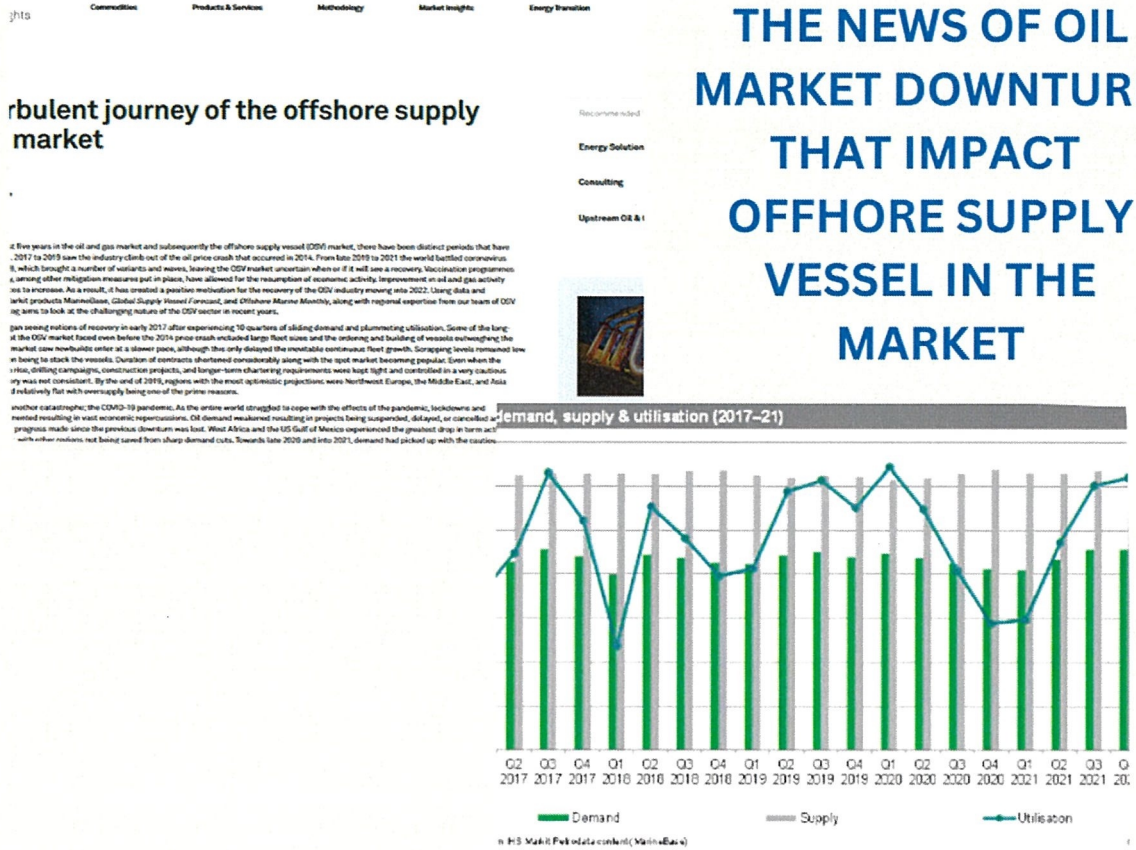


Figure 4.2.1 picture below, an example of Alam Maritime Resources Berhad' in which company that has a lot of investor and also have 15 assets in their company.

CHAPTER 5

CONCLUSION

5.0 Conclusion

The internship programmed was a great way to gain experience in the professional world. Since day one of my internship, I've been pounded on the importance of professionalism, excellence, and respect. I have witnessed personally the impact that these three qualities can have throughout my internship. I can honestly say that this six-month internship has been one of the highlights of my college experience. Participating in real-world marine oil and gas industry project management, meeting experts in the area, and learning about a wide range of maritime oil and gas business fields. Nothing could improve at this point. During this time, I was also exposed to the inner workings, challenges, and competitive landscape of the marine oil and gas business.

The SWOT analysis stimulates introspection and the evaluation of internal strengths and weaknesses. This provides SMMSB with the opportunity to capitalize on their advantages and address areas in which they may improve. At the same time, it heightens awareness of external possibilities and risks, which enables SMMSB to respond proactively to shifts in the market environment. In general, a SWOT analysis serves as the basis for strategic planning and assists their company in determining the best path forward towards achieving their goals. It provides useful insights that guide Synergy Marine (M) Sdn Bhd industries along their path towards growth and sustainability, making it an indispensable tool for those industries.

One of the most important lessons I learnt was how to perform in a professional environment. Learning how to stay organized, manage my time effectively, and clearly communicate my progress to my supervisors was all part of the learning process. All of these abilities are essential in any professional setting, and my internship at SMMSB provided plenty of chances to polish them. The knowledge and technical skill that I received in this company that I learned being multi-tasking, flexible teamwork with my department to fill up the tender, punctuality comes to the office and also completing my work on the schedules. Not only that, being in the real working world also I learn to have the intuition of willingness to take risks and negotiating, communication with my colleagues, and also being confident to meet up with the clients. Synergy Marine (M) Sdn Bhd has allowed me to gain invaluable job experience, and for that I am eternally grateful. The training was invaluable, and the skills I learned will serve me well in the years to come. I have a lot more faith in myself now, and I can't wait to take on the challenges that await me ahead.

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APPENDECIES

SYNERGY MARINE (M) SDN BHD

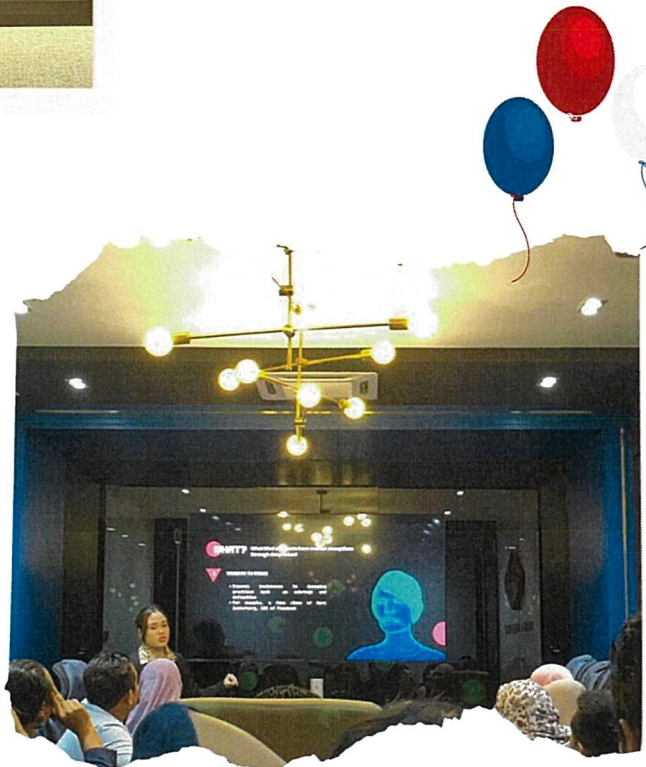
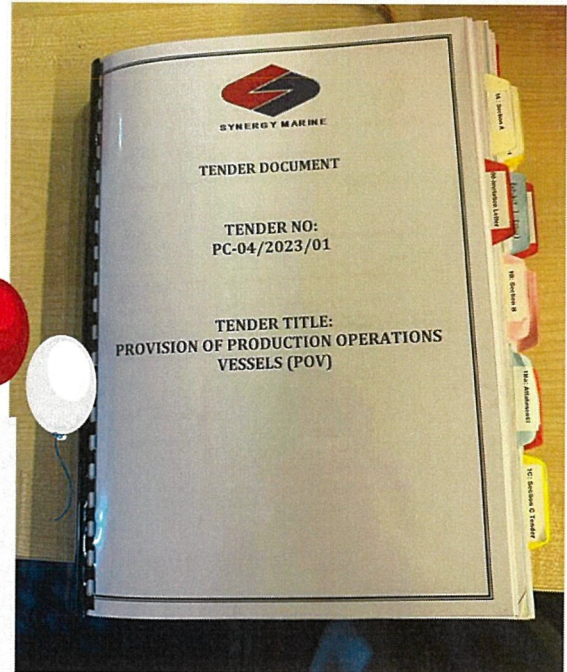
- MEETING ROOM
- RECEPTIONIST
- 2ND FLOOR (OPERATION WORKPLACE)
- DISCUSSION SESSION WITH THE TEAM



INSPECTION VESSEL AT TERENGGANU



- PRESENTATION
- EXAMPLE OF TENDER BOOK THAT I DID
- BIRTHDAY CELEBRATION ONE WITH THE OWNER OF THE COMPANY



- HSE WORKSHOP AND FAMILY DAY WITH STAFF AND CREW

