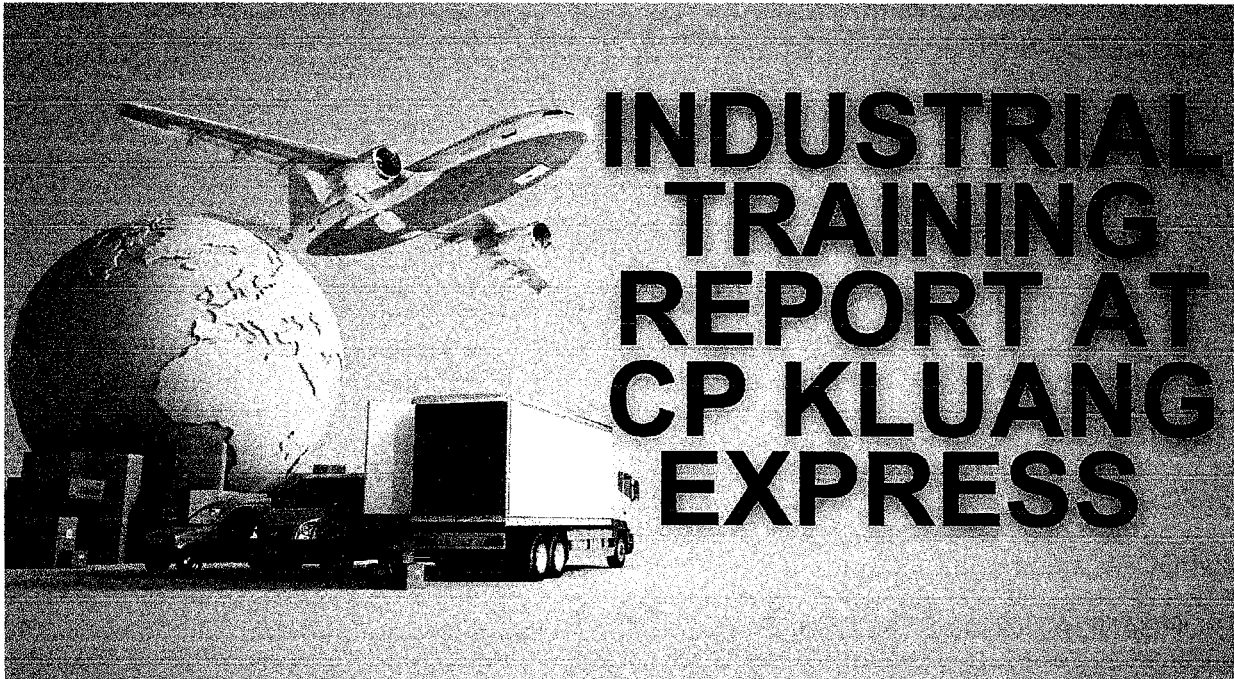




UNIVERSITI
TEKNOLOGI
MARA

Cawangan Melaka
Kampus Bandaraya Melaka



**FACULTY OF BUSINESS AND
MANAGEMENT**

**BACHELOR OF BUSINESS
ADMINISTRATION (HONS.)
INTERNATIONAL BUSINESS (BA246)**

INTERNSHIP (MGT666)

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TABLE OF CONTENT

EXECUTIVE SUMMARY	1
ACKNOWLEDGMENT	2
STUDENT'S PROFILE	3
2.0 COMPANY PROFILE	4
2.1 COMPANY BACKGROUND	4
2.2 VISION AND MISSION, OBJECTIVE AND GOAL	6
2.2.1 VISION	6
2.2.2 MISSION	6
2.2.3 OBJECTIVE	7
2.2.4 GOAL	9
2.3 ORGANIZATIONAL STRUCTURE	10
2.4 SERVICES OFFERED	11
2.4.1 WAREHOUSING	11
2.4.2 PACKAGING	12
2.4.3 SENDING PARCELS	13
2.4.4 BILL PAYMENTS SERVICES	14
2.4.5 SERVICE POINT	15
2.4.6 ROAD TAX AND INSURANCES SERVICES	16
3.0 TRAINING REFLECTIONS	17
4.0 SWOT ANALYSIS OF KLUANG CP EXPRESS	19
5.0 DISCUSSION AND RECOMMENDATION	20
5.1 STRENGTH	20
5.1.1 EXTENSIVE SERVICES OFFERINGS	20
5.1.2 STRONG LOGISTICS NETWORK	23
5.2 WEAKNESSES	27

5.2.1 LIMITED MARKET PRESENCE.....	27
5.2.2 DEPENDENCY ON LOCAL COURIER	29
5.3 OPPORTUNITIES.....	31
5.3.1 CUSTOMER RELATIONSHIP MANAGEMENT (CRM).....	31
5.3.2 INCREASING OF E-COMMERCE	33
5.4 THREAT	36
5.4.1 INTENSE COMPETITION.....	36
5.4.2 CHANGING CUSTOMER EXPECTATIONS.....	39
6.0 CONCLUSION	41
7.0 REFERENCES.....	43
8.0 APPENDICES.....	45

EXECUTIVE SUMMARY

This is an attempt to identify how the ideas may be utilized in circumstances that occur in the actual world. As a student at UiTM, one of the requirements for earning my degree is to successfully complete a 24-week internship program at a business that is relevant to my field of study, which is MGT666. As a direct consequence of this, I was offered the opportunity to complete an internship at CP Kluang Express. Under Mr. Wong Chan Giap's supervision, I completed my internship from March 1 to August 15, 2023.

In case there was any confusion, let me clarify that I was appointed in an administrative role and trained for an internship at CP Kluang Express, giving me invaluable experience in the courier sector. When I first started working in the administration department, I knew very nothing about the field. However, my supervisor patiently taught me what I needed to know in order to keep track of sales, generating sales, and maintain precise documentation. Not only that, but I also learned a few work terms that I was unfamiliar with before. But working in a multiethnic setting was the most fantastic experience of all. My perception of the difficulties in the real world of work has undoubtedly widened as a result of all the effort I have completed at work. There were some extra challenges to overcome in terms of the actual task. Not all of them were technical in nature. Since I am not very well-versed in administrative procedures, I have occasionally been at a loss as to how to carry out my responsibilities. Instead of waiting for my employer to tell me what to do, I went online and found some answers to my problems. By doing this, I've learned that we can't rely on other people for everything in the working world. As the conclusion of my internship drew near, I saw a marked improvement in a number of my communication and management abilities. In addition, I gleaned several crucial ideas that will serve me well in whichever field I end up in the future.

ACKNOWLEDGMENT

First and foremost, I would like to show my gratitude and thankful to Allah S.W.T, the creator of all wisdom and understanding for the ease in completing this report which is a part of my journey during the internship program. Through his blessings, I successfully finished this report on time.

Second, I would like to show my greatest thanks to my supervisor, Mr. Wong Chan Giap, for his kind assistance and guidance. Even my deepest thanks are not enough to express my gratitude for his outstanding guidance and continual support throughout the internship.

Next, I would like to thank my advisor, Puan Siti Noraziana Azis, who has given all of her efforts and guidance to make sure that I understand this course. She has provided me with many suggestions in improving my way of thinking. As a result of her guidance, I had a better understanding of the subject and was able to complete this internship report successfully.

On the other hand, I would like to express my gratitude to my parents and family members for their cooperation and support during the preparation and completion of this internship report. We truly appreciate their patience and commitment in assisting us in gathering the information we needed for this report.

Last but not least, I really appreciate everyone who has helped me intentionally or unintentionally. They have all provided me a huge time in helping me complete this report. Without them I would not be able to complete this report on time.