

2023

INDUSTRIAL TRAINING

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EXECUTIVE SUMMARY

This industrial training report summarizes my 24-week internship in accounts payable at AIA Shared Services (AIASS). The company has provided a variety of services which are underwriting management, claim management, finance operation, investment accounting and other finance support operations for AIA Group Limited itself.

My industrial training took 24 weeks, starting on March 1, 2023 and will end on August 15, 2023. At AIA Shared Services. I had the chance to learn more about accounts payable and how to process invoices in the system. With the guidance of the accounts payable Malaysia team, I gained a great deal of experience through training, meetings, discussions, and the processing of invoices from numerous companies. In addition, the company entrusted me with the main tasks which are processing invoices, replying to emails regarding problems during submission in the system, and queries about payment status.



I was able to say that AIA Shared Services is such a big and an amazing financial company as they allow me the opportunity to learn new things and expose me to the real work environment in this corporate industry. In this report, I've included a SWOT analysis and several suggestions for AIA Shared Services' upcoming improvements or adjustment for the future.

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ACKNOWLEDGEMENT

In the name of Allah SWT, the Most Merciful and Most Benevolent, I give praise to Allah SWT, the Almighty and the Most Powerful, upon whom I ultimately rely for guidance and support. Thank you to Allah SWT for providing me with the opportunities, hardships and support I needed to complete my industrial training at AIA Shared Services. I would also like to extend my deepest gratitude to the holy Prophet Muhammad SAW, whose manner of life has been an everlasting source of guidance for me.

First and foremost, I would like to express my deepest appreciation to my advisor, Miss Nur Zahidah, for her continuous assistance, encouraging advice and 100 percent effort in assisting me to complete this practical successfully. Her encouragement and patience assist me in completing this report accurately. In addition, I would like to express my gratitude to Pn Aini, the manager of Procure to Pay AIA Shared Services, for accepting my application and allowing me for a industrial training at the company. It allowed me to gain a deeper understanding of my profession and improve my management skills in this corporate company.



During my internship, I am indebted to everyone in charge of instructing me to do my tasks. I would like to thank my supervisor, Yuet Li, for letting me to complete my internship with her team. Next, I would like to express my gratitude to my mentor, Khor See Huan, who taught and advised me from the first day of my internship. In addition, I would like to thank the accounts payable Malaysia team, represented of Cik Nur Sarah, Tan Jun Yan, Cik Zawanil, Cik Suriya, and Jia Ling, for their continuous assistance, as well as their willingness to guide and help me when I encountered difficulties while completing my tasks.

In addition, I would like to thank all of my coworkers for the knowledge, encouragement, and positive environment they have provided me during the past 24 weeks. I'd also like to thank everyone in my family, especially my parents and classmates in BA2426C, for their emotional and physical support during my internship, as well as for their encouragement and sharing of ideas. I would not have been able to finish my job without their kindness and help. May Allah bring success and honor to the people listed above for the rest of their lives.



COMPANY PROFILE



AIA, headquartered in Hong Kong, is the largest life insurance provider in the Asia Pacific region. They are an insurance company that serves both individuals and businesses. In addition to providing insurance coverage, they advocate for a health and wellness program grounded in empirical research. Insurance and financial services for the Asia Pacific region have been provided by AIA since its founding by Cornelius Vander Starr in Shanghai in year 1919. AIA's operations have been growing and developing day by day. AIA has a presence in 18 countries, including Malaysia, Singapore, Vietnam, Hong Kong, Thailand, Australia, Philippines, Indonesia, and more. It known for its broad range of latest insurance products and services.

After a few years of running their business, AIA (AIA Group Limited) set up AIA Shared Services (AIASS) as a subsidiary company in May 2009. Since it started, AIASS has grown stronger and now has more than 1,600 employees who are all committed to giving the best services possible to help the AIA Group operates. AIASS helps other AIA entities in the Asia-Pacific area with insurance and finance. Our services include: Claims Management Contact Centre, Operations Finance, Operations Investment, Accounting & Data Control Management, Policy Administration, Procurement, Group Application Support Centre (GASC), Technology Risk Management, and Underwriting and Issuance Management.