



اَبُو سَيِّدِي قِي تَبِيكُو لَو كِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

INDUSTRIAL TRAINING REPORT AT BIOFACT LIFE SDN BHD

MGT666 (INTERNSHIP)

1 MARCH 2023 - 15 AUGUST 2023

ADVISOR NAME: PUAN WAN AISYAH AMNI

BINTI WAN MOHAMAD SAFERDIN

STUDENT NAME: NUR AFIQAH BINTI HUZAIMI

MATRIX NUMBER: 2020602414

PROGRAM: BA232 - BACHELOR IN OFFICE
SYSTEMS MANAGEMENT (HONS)

FACULTY: BUSINESS AND MANAGEMENT

Wan Aisyah Amni BT W. M. SAFERDIN
MGT666 Adv1801
Received date: 21/8/2023



BIOFACT LIFE
SDN. BHD.

EXECUTIVE SUMMARY

According to the study plan, MGT666 - Internship is the final course for all undergraduate programme in the Faculty of Business and Management. A student has to complete an internship or acquire on-the-job training in areas related to their academic degree and area of expertise. This internship course serves as a real-world training ground for students to gain working experience, practical knowledge, and responsibility in carrying out tasks given to them by the employer. It would improve practical abilities, information, and attitude in completing the task in hand.

My memorable and enlightening 6-month industrial training began here at BioFact Life Sdn Bhd. The company was one of the largest herbal healthcare product distributors in Malaysia and has an outstanding track record offering OEM services. I was placed at the Purchasing Department for a month and was transferred to Supply Chain Management Department until my internship was completed. It was a great experience for me since I was able to improve and expand my knowledge about Purchasing Department and Supply Chain Management Department.

In conclusion, conducting a Strength, Weaknesses, Opportunities, and Threats (SWOT) analysis to evaluate both the positive and negative factors influencing the situation inside or outside the organization will help the reader understand the company's current condition in greater depth.

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ACKNOWLEDGEMENT

First of all praises and thank to Allah for his shower of blessings throughout this practical training as I am being able to complete my internship program with successfully and ease.

Furthermore, I am deeply grateful for the opportunity that I had with BioFact Life Sdn Bhd. It was a great experience for me where I was able to learn a lot of new things and get to know the employees there. I am really thankful to Mrs. Lee Swu Shyen, who was my supervisor when I was placed in the Purchasing Department. Then, I was transferred to the Supply Chain Management Department where I was placed under another supervisor, which is Ms. Goh Ming Hui. They both gave me invaluable advice and guidance which contributed to my professional development. Their support helped me stay motivated and focused, and their constructive feedback helped me better my abilities and method of approaching my responsibilities. I sincerely appreciate all of their time, work, and dedication to my success. In addition, I want to thank the staff and my colleagues for embracing me with open arms and supporting me during my internship. Working with such a skilled and encouraging team was enjoyable.

Beside that, I would like to convey my sincere gratitude and want to give special thanks to my respected advisor Madam Wan Aisyah Amni binti Wan Mohamad Saferdin for helping me in all ways to complete my internship and this report. I am highly pleased for giving me such opportunity. In every phase of this report, her supervision and guidance shaped this report to be completely perfectly.

Next, I am very much grateful to my family who always give me constant support and encouragement throughout this internship. I would also like to express my special thanks to my friends who is always helping me in all aspects during my journey in completing this internship and report.

Last but not least, I would want to thank my dear self for always being determined to face the difficulties and challenges that have come with this internship. The most significant accomplishment of my academic experience at UiTM since 2020 is already being able to achieve to this stage.

1.0 STUDENT'S PROFILE



CONTACT ME



SKILLS

- Expert in Microsoft Office
- Well-Developed Communication Skills
- Expert in Teamwork and Interpersonal skills
- Excellent Time Management Skills
- Strong Organizational Skills
- Critical Thinking
- Attention to Detail

LANGUAGES

- Malay
- English

NUR AFIQAH BINTI HUZAIMI

Bachelor In Office Systems Management (Hons.)

OBJECTIVE

An independent and self-motivated student of Office Systems Management. Always looking for the opportunity to expand my knowledge of performing any administrative and secretarial duties. Possessing an excellent time management skills, well-developed communication skills, and other important ability to perform well in a team.

EDUCATION

- | | |
|---|-------------|
| UiTM Campus Bandaraya Melaka
Bachelor In Office Systems Management (Hons.)
CGPA : 3.55 | 2020 - 2023 |
| SMK Pekan Baru Muar
Sijil Tinggi Persekolahan Malaysia (STPM)
CGPA : 3.08 | 2018 - 2019 |
| SMK Seri Menanti Muar
Sijil Pelajaran Malaysia (SPM) | 2017 |

WORK EXPERIENCE

- | | |
|---|--------------------------|
| Production Operator
Biofact Life Sdn Bhd Muar Johor | 2019 - 2020 |
| <ul style="list-style-type: none">Operate and maintain machinery.Maintain a strict level of personal and workplace hygiene.Participation in the running of the team and the co-operative as a whole.Generate product labeling ensuring accuracy. | |
| Manufacturing Specialist
STMicroelectronics Muar, Johor | 2020 |
| <ul style="list-style-type: none">Operate and maintain machinery.Maintain safe and clean work environment.Contributes to team by accomplishing related results needed.Fix machine issues that might occur during the shift. | |
| Internship
Biofact Life Sdn Bhd Muar Johor | March 2023 - August 2023 |
| <ul style="list-style-type: none">Position in Purchasing Department and Supply Chain Department.Maintain a good work environment and work as a team.Learn and gain more experiences in hard skills, soft skills and technical skills. | |

2.0 COMPANY'S PROFILE

2.1 Company Logo and Managing Director

Company Logo



Figure 1: Company Logo

Managing Director - Vince Chua



Figure 2: Managing Director

2.2 Company's Background

BioFact Life Sdn Bhd was incorporated in Malaysia on 1st February 2005. In Malaysia, BioFact Life is now one of the biggest distributors of herbal healthcare products and has an outstanding reputation for providing OEM services. The company was specialized in the manufacturing of Cordyceps, also known by its Chinese name Dong Chong Xia Cao, through laboratory cultivation. The company could be proud of being one of the first in the world to apply cutting-edge biotechnology techniques for cost-effective, higher-quality cordyceps growth. With its main office and sales office in Puchong, Selangor, Malaysia, BioFact Life at the moment operates its manufacturing plant from the township of Muar, Johor, Malaysia.

Furthermore, the BioInno Award Gold Winner was given to BioFact Life Sdn Bhd in 2008 by the Ministry of Science, Technology, and Innovation. At BioMalaysia 2008, BioFact Life's managing director, Vince Chua, presented Timo Cordyceps King to Malaysian Prime Minister YAB Datuk Seri Abdullah bin Ahmad Badawi. Beside that, BioFact Life also get a few accreditation. This is include GMP certified by Ministry of Health, Malaysia, Halal Certified by JAKIM, Malaysia, and ISO 22000 Food Safety Management Certified.

2.3 Location

BioFact Life Sdn Bhd is located at Lot 5094, Kawasan Perindustrian Parit Jamil, 84150, Muar, Johor.



Figure 3: Map to the location of BioFact Life Sdn Bhd

2.4 Operation Hour

Monday to Friday; 8:30a.m. - 6:30p.m.

2.5 Vision and Mission

Vision

- ❖ To become a key global player in the mainstream of natural healthcare markets through vertical integration and strategic globalization.
- ❖ To be the organized health and nutrition supplements provider in the region through advanced biotechnology, competitive manufacturing, brilliant branding and strategic marketing and distribution.

Mission

- ❖ In shaping up of our biotechnology team through effective training and continual research and development in state-of-art facilities.
- ❖ To provide a competitive edge over our competitors through easy access of resources and with recognize manufacturing systems.
- ❖ Branding successfulness through scientific approach with precise product and market positioning.
- ❖ Strategic marketing and distribution via our sustainable traditional and modern trading networks and smart business partnership with the support of in-house creative advertising and promotion team as well as effective logistic system.

Figure 4: Vision and Mission of BioFact Life Sdn Bhd

2.6 Company's Goal and Objective

Objective
◆ Our Objective is to align with the government policy and global biotechnology trends. Hence, BioFact Life has developed into the leading biotechnology company in Malaysia because to its advanced manufacturing capabilities and biotechnology.

Figure 5: Goal and Objective of BioFact Life Sdn Bhd

2.7 Business operation

When it comes to operating its company, BioFact Life Sdn Bhd takes a "seed to shelf" strategy and is totally devoted to substantial research and development in the production, marketing, and growing of Cordyceps.

The company's operation is divided into three main divisions which is sales and marketing, manufacturing, and Research and Development (R&D). The Research and Development (R&D) division has expanded since its founding into a division with high standards for professionalism, knowledge, and skill. The R&D section is primarily in charge of developing new technologies and raising the quality of Cordyceps and other produced goods. In addition, the division is equipped to assist with other operational tasks including planning, product development and improvement, data collection, and quality analysis.

On the other hand, the Manufacturing Division is in charge of a wide range of herbal products, most of which are based on Cordyceps. BioFact Life is the pioneer biotechnology company to cultivate Cordyceps (also known as Dong Chong Xia Cao) in a very unique clean room environment in the world. The Cordyceps is grown in an acidic conditions under regulated environments in a clean room that has been particularly engineered to be free of bacterial, yeast, and chemical contamination. The company not only grows Cordyceps but also transforms them into a variety of finished products in its own top-notch Good manufacturing Practise (GMP) production facilities. The organization is also able to create a wide variety of supplements.

Beside that, under the Sales and Marketing division, it promotes and provides direct product distribution to regional customers of herbal dietary supplements under the trademarked brand name "Timo." In addition, the BioFact Lifes line of products is available in ASEAN nations including Vietnam, Singapore, Brunei, Philippines, and Indonesia, demonstrating the company's efforts to expand the "timo" brand internationally.

2.8 Core Values

Teamwork	● Collaborative effectively and working together to achieve common goals.
Quality	● Committed to delivering products or services that consistently meet or exceed customer expectations.
Integrity	● Being honest, transparent, and ethical in all business dealings.
Innovation	● Encouraging creativity and continuously seeking new and innovative ways to improve products and services.
Continuous Improvement	● Emphasizing the importance of ongoing learning, development, and innovation to improve departmental operations and outcomes.

Figure 6: Core Values of BioFact Life Sdn Bhd

2.9 Business Philosophy

BioFact Life is consistently commits to a business concept that is dedicated to consistently pursuing excellence in product quality. The company believes that the keys to achieving this aim are scientific and comprehensive quality management systems. In order to guarantee that the products leaving the production premises are of consistently high standards, they have set up a quality control laboratory. All raw materials are delivered to the lab for inspection, and the production line cannot process them until the lab has approved them. Since it believes that a product's quality is the key to its success on the market, BioFact Life Sdn Bhd is dedicated to producing only the highest-quality goods.

2.10 Organizational Structure

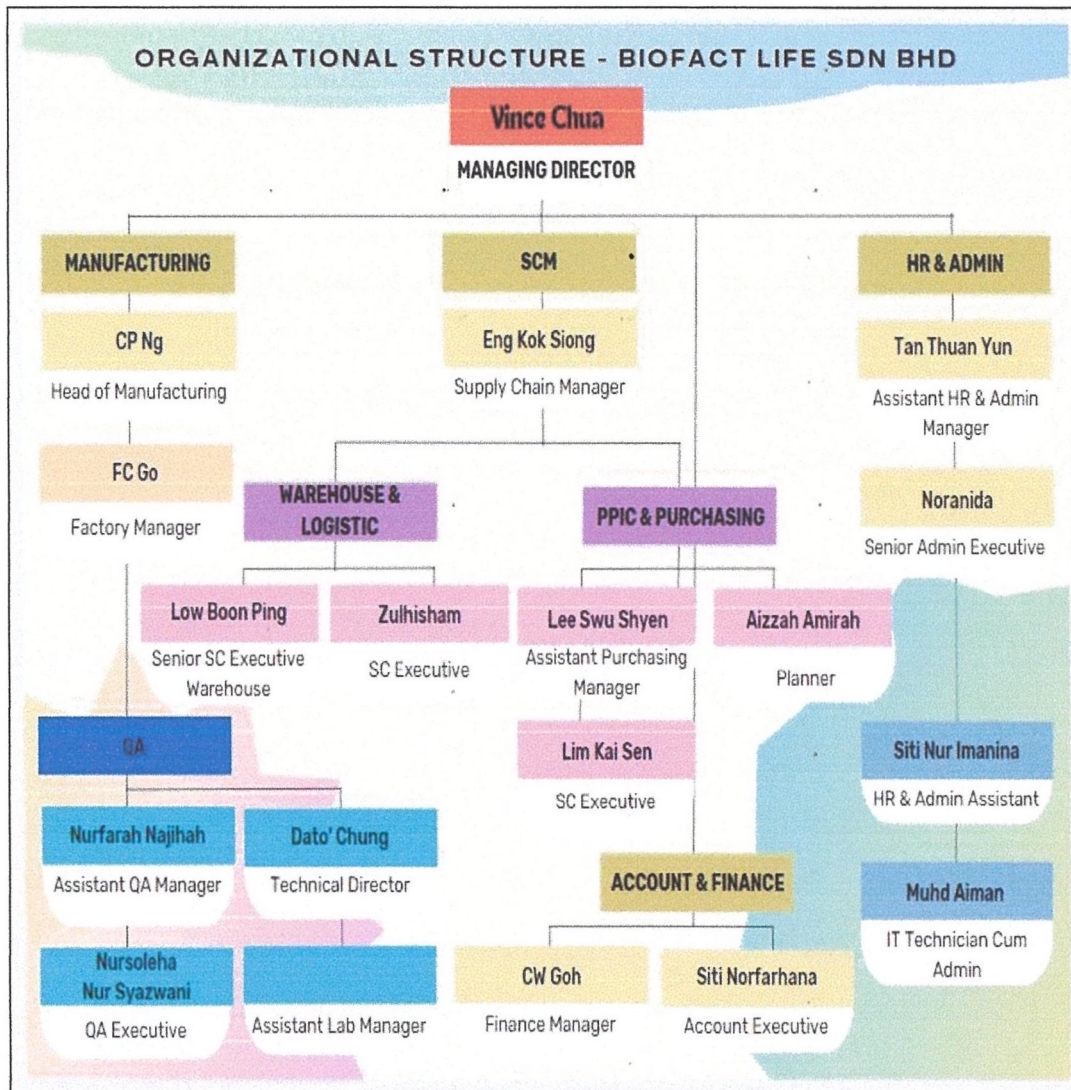


Figure 7: Organizational Structure of BioFact Life Sdn Bhd

2.11 Products Offered

BioFact Life Sdn Bhd offers wide range of food supplement under “Timo” brand such as Herbal Cough Syrup, Herbal Drops, Vitamin C Pastilles, Fiber Drink, Collagen Drink, Effervescent Vitamin C Drink, and Bird Nest Drink. The products can be found in whole markets of Asia.

Firstly, the product that BioFact Life offer is Timo Cordyceps King. It helps to relief of backache, relief of fatigue and weaknesses, and improves general health. Next, Timo Diabetea Herbal Mixture Tea which helps in lowering blood sugar levels in those with diabetes and other health-conscious consumers. In additon, the product that the company offer is Timo Cordyceps Brefwell. By consuming this product, it can

help consumer to reduce their phlegm, relief cough, sinusitis and nasal congestion. Beside that, the other product that the company produce is Timo Super Fiber. The product benefits consumers by assisting in the relief of constipation, enhancement of weight management, and improvement of skin health.



Figure 8: Products Offered by BioFact Life Sdn Bhd

3.0 TRAINING'S REFLECTION

3.1 Duration

The internship duration that was given to each student in order to complete the internship is 6 months, where it is set on 1 March 2023 until 15 August 2023.

3.2 Specific Department Assigned

During the 6 months of my internship at BioFact Life Sdn Bhd, I was assigned at two different departments which is Purchasing Department and Supply Chain Management Department.

3.3 Roles, Responsibilities, Tasks, and Assignment Given during Internship

Purchasing Department	✓ Learn on how to update information in company's Quickbook.
	✓ Know on how to make a deal and place order to suppliers.
	✓ Daily office work like handling phone calls and arranging document in file.
	✓ Print Purchase Order (PO) for each purchasing of materials, products or raw materials from supplier.
	✓ Update Purchase Order (PO) daily tracking record and arrange Purchase Order (PO) in file.
	✓ Attach Delivery Order (DO) and Invoice together and put signature before passed to Account and Finance Department.
Supply Chain Management Department	✓ Know how to make planning for Cooking (Hard Candy) and Filling (Gummy) production.
	✓ Prepare Batch Manufacturing Record (BMR) Requisition Form for each cooking and filling planning. Calculate total packaging material needed for each batch of cooking and filling.
	✓ Learn on how to write and update Standard Operating Procedure (SOP) for each procedure and process in the company.
	✓ Dispose melting and expired products.
	✓ Dispose label, foil, sticker and boxes of products that has been discontinued.
	✓ Check and packing products that need to be shipped.
	✓ Loading container for products that need to be shipped to GCM (Indonesia) and First Star (Myanmar).
	✓ Update Batch Manufacturing Record (BMR) and Delivery Order (DO) daily tracking record.

Figure 9: Roles, Responsibilities, Tasks, and Assignment Given during Internship at BioFact Life Sdn Bhd

3.4 Benefits Received and Gained



Figure 10: Benefits Received and Gained During Internship at BioFact Life Sdn Bhd

I could not have asked for a better internship experience. I was able to experience actual job life while working at BioFact Life Sdn Bhd. This has by far been the most intriguing and worthwhile experience of my life. I received a monthly allowance of RM400 while undergoing internship training here. The allowance of RM400 per month that I received during my internship at this company is one of the benefits I enjoyed.

Beside that, this internship has substantially improved the chance to acquire practical knowledge, communication, negotiating, and technical skills relevant to the work assigned. I am currently confident in my ability to strengthen those skills in the future, even though it might take some time to improve them. Furthermore, I had no professional experience when I first began working here. I had to face many problems with how to do the work professionally. For example, while I am undergoing the internship at Purchasing Department, I learn on how to communicate professionally with the supplier. Understanding the proper ways for communicating with suppliers is important. This is to ensure that there are no issues and that the purchased products arrive on schedule and in good condition. But as the day passed

on, I developed my skills and was able to complete the task without issue. I faced a lot of challenges because of the new environment. But in the end, I succeeded by Allah's mercy. I must point out how much my seniors and colleagues contributed to this.

Next, by taking part in this internship, I may expand my knowledge and get experience in the actual world. I can gain knowledge about how to use the skills I picked up during my internship to my next job or workplace. It may be the perfect opportunity to advance professionally and build a skill set that stands out by taking on a task that initially seems challenging. In addition, my experience at BioFact Life Sdn Bhd helped me learn more about my abilities and ultimately motivated me to have a better awareness of my strengths and my weaknesses. It is a challenging experience at times. However, I will certainly benefit much from being forced out of my comfort zone in the future when I am faced with a challenging task or situation. I also know how to work under pressure, and why deadlines matter.

Moreover, the benefits of an internship for students is it helps build confidence. There are many other feelings that might arise throughout the transition from college to full-time employment, including optimism, anxiety, hope, and ambition. It also gives us the freedom to work and think on our own. The organization would entrust us to do a certain task and it is up for us to think of a way on how to complete it.

Lastly, it is also important for intern students to ask for and accept professional feedback. I can learn from both the good and bad experiences in order to advance and succeed in my work. I have learn that it can be challenging to receive feedback when you ask for it, but I believe it will have a big impact on my performance and career in the future. Students get an excellent opportunity to learn more about their potential futures through this internship. As interns, we should be open to accepting tasks that will help us discover hidden talents and fascinating new interests. Also, if there is a particular area on which we would want to concentrate, we should identify the best practices in that area and take note of them. I am grateful that I got the opportunity to do an internship and that the things I learned were so worthwhile.

4.0 STRENGTHS, WEAKNESSES, OPPORTUNITIES, THREATS (SWOT) ANALYSIS

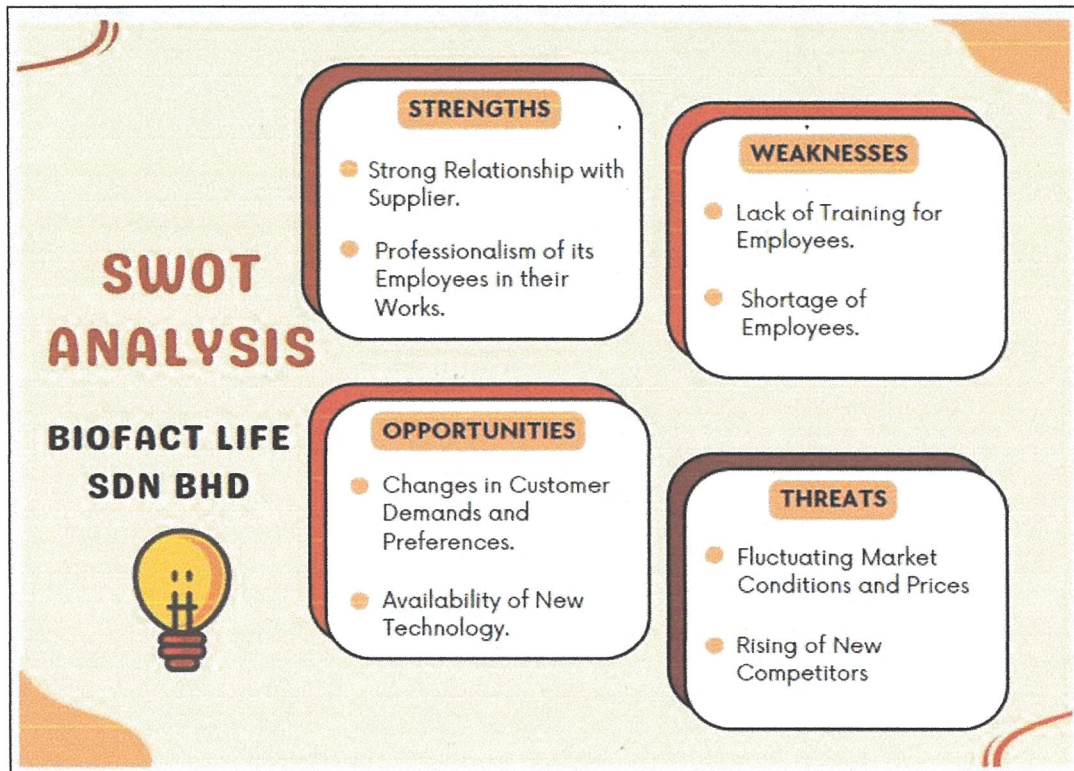


Figure 11: Strengths, Weaknesses, Opportunities, Threats (SWOT) Analysis of BioFact Life Sdn Bhd

Strengths

i. Strong Relationship With Supplier

Nowadays, it is not easy to find a good suppliers. The fact is that one area of company that has to take priority is supplier relationship management. A business can generate unprecedented value in its supplier relationships when it considers its suppliers not just as important partners but also as actual people with interests and goals. By having a good relationships with the supplier, it is means that they might just prioritize your company. Hence, BioFact Life Sdn Bhd has a good working relationship with their suppliers.

In addition, through an effective communication with its supplier, it helps BioFact Life Sdn Bhd to build a long term working relationship that is friendly and trustworthy. Through open, straightforward, and two-way communication, which also contributes to the development of trust, both parties may better comprehend the requirements of the other's company. When handling seasonal demand

changes or communicating business information, trust creates a positive and cooperative buyer-seller relationship that may be profitable for both sides.

Beside that, a good relationship with supplier will assist BioFact Life Sdn Bhd in conserving money on expenses. Once an excellent working relationship has been established, the supplier may provide the business with incentives to keep it as a customer. The supplier may, for instance, offer the company a cheaper price on stock or a lower delivery cost, which might assist the purchasing department maintain to their budget. Also, it will reduce delays, quality obstacles, and challenges with availability. As a result, the business may provide customers better services.

ii. Professionalism of its Employees in their Works

The level of professionalism among employees is reflected in how they conduct themselves at work, how they treat their coworkers, and how they handle challenging situations. Professionalism also includes respect, competence, confidence, accountability, integrity and etiquette. As an employees, it will take greater professionalism to handle more responsibilities and face more difficult challenges. Hence, the employees at BioFact Life Sdn Bhd are always take their work seriously by being prompt and attentive. They are ready to learn and improve their level of credibility to maintain a high level of professionalism in doing their works. Employees that are professional will take their work wholeheartedly and strive to bring excellence in whichever position they are assigned.

In addition, the employees at BioFact Life Sdn Bhd always keep their personal problem out of the workplace. When at work, they will strive to put all of their personal issues aside and give their full concentration to the task at hand. By doing this, it makes the employees looks more professional and more approachable. There is no doubt that working in a professional environment reduces unnecessary distractions like inappropriate resentments, unhealthy competitiveness, etc. If the employees in the organization are mindful of their behaviour and dress appropriately, it can help them to stay focused on their work.

Beside that, professionalism among employees in BioFact Life Sdn Bhd helps to enhances productivity and efficiency. This is because, by maintaining their professionalism, the employees will be more organized with their workloads. When everyone at the workplace is on the same page about expectations, it is easier for everyone to work together in a productive manner. Professionalism

helps create an environment of respect and collaboration, which can lead to more efficient results.

Weaknesses

i. Lack of Training for Employees

For an organization to succeed, training is important. Ineffective job performance and increased levels of stress are more common among workers who have not gotten enough training. If workers feel underappreciated and unsatisfied at work, there is a greater risk that they may seek out alternatives for promotion and development elsewhere. For instance, the employees at BioFact Life Sdn Bhd are not trained properly which lead them produce less work and at a lower quality. This happens because of the lack of knowledge and training from the company regarding the work that each employees need to do.

Furthermore, employees at BioFact Life Sdn Bhd who are not adequately trained are likely to experience poor work performance and increased levels of work-related stress. When workers lack the knowledge necessary to confidently carry out their responsibilities, the level of productivity for the company will decrease. Unskilled employees will take a lot of time asking for assistance or performing jobs in accordance with their comprehension, which will slow down the work process. This can cause mistakes and injuries.

Lastly, according to the Occupational Safety and Health Administration, it states that Workers who lack training are more susceptible to incidents. This occurs when employees are unable to effectively use equipment and supplies properly due to a lack of knowledge and expertise. In workplaces with large machinery, hazardous materials, or procedures and information that must be kept confidential through IT, the issue might prove disastrous situations.

ii. Shortage of Employees

The shortage of employees in organization happens when there is an insufficient number of workers to meet the demands of the labour market. The situation arises when the labour is not able to live up to the demands and expectations of the employers. The lack of employees can take a variety of types. It might be due to lack of competent employees with specialized knowledge or qualifications, a lack of workers in a certain area, or a general lack of workers on the market. Such shortages may negatively affect industries' overall performance, economic growth, and productivity.

Next, the shortage of employees at BioFact Life lead to excessive workload among its employees. This is because, the existing employees in the organization bear the burden of additional responsibilities. This situation can lead to decreased employee performance. Employees that are overworked will feel pressured and at danger of burnout instead of giving their best and producing results. Employees who are exhausted are also more likely to make mistakes, which in some circumstances can be fatal. The issue of a shortage of workers that being faced by the company causes some employees to take on more work in order to cover up the shortcoming.

Opportunities

i. Changes in Customer Demands and Preferences

Customer preferences and behaviors are continually changing as a result of influences from social media, technology, environmental awareness, and health issues. Businesses must adapt to these changes and provide goods and services that match the demands and expectations of their customers if they want to prosper in the competitive consumer products the marketplace.

As a businesses, BioFact Life Sdn Bhd need to adapt to this changes and offer products that meets the demands and preferences of their customers. The company innovate their products to match the current and future demands of their customers. They may provide distinctive value propositions, set themselves apart from competitors, and attract more loyal customers by inventing their own products.

Other than that, building a strong brand identity that represents their values, vision, and purpose can help BioFact Life adapt to shifting customer preferences and behaviors. The business can employ a variety of strategies, including storytelling, content marketing, influencer marketing, and corporate social responsibility, to communicate and strengthen its brand identity. They may establish trust and credibility, connect emotionally with the customers, and cultivate a good reputation by developing a strong brand identity.

ii. Availability of New Technology

Technology is all about innovation, and in business, innovation is all about coming up with innovative ways to solve problems so that customers may receive better products and services as well. Technology is not only essential for

day-to-day business operations, but it can also contribute to a business' growth and success if employed effectively.

In addition, by adopting the technology, it may automate processes and responsibilities, freeing up employees to concentrate on the most important work. By adopting new technology, it can help BioFactlife Sdn Bhd to increase their productivity and efficiency. Businesses are able to discover new markets and opportunities as a result to new technology.

Beside that, having an effective digital presence is increasingly crucial for a company's survival as well as success in today's competitive business environment. It is believed that one reason for a company's failure was that they lacked an important digital presence. Hence, digital technologies enable BioFact Life to access a larger audience and establish long-lasting connections with customers that foster brand loyalty, which could speed up business growth.

Threats

i. Fluctuating Market Conditions and Prices

Fluctuations in prices can be defined as upward and downward movements which are irregular. Production costs, product prices, profitability, earnings, and financing availability are all impacted by fluctuations in commodity prices. This can affect the profitability of the company and its ability to forecast and plan for the future. To preserve profitability, commodity price volatility needs to be addressed.

Inflation might happen as a result of sudden changes in the economy and product marketplaces. This might put the more expensive products in a lineup at a disadvantage and lead to an inventory excess. Although it may be difficult to forecast these changes, the company should prepare for them when creating a product and its price methods to lessen the impact of market changes. Hence, increased prices typically result in lower demand, and increases generally lead to increased supply.

As for BioFact Life Sdn Bhd, price fluctuations in the purchase prices of commodities lead to uncertainty in the profit margin of the finished product. If the company is unable to regulate price increases, it may be required to shift the expense onto the customer. However, increasing product pricing may turn away from potential customers who are hesitant to pay a higher price, particularly during an economic downturn.

ii. Rising of New Competitors

The factors that affect a business' performance change when a new company participates an existing market. To keep its position, the company must respond to these new competitors. This occurs when a new competitors begin to sell a products or services that are similar to an existing company. This new company are actually brings new capacity and pressure on prices and costs. As more companies enter the marketplace, the price of products will be lower in order to compete for customers. When developing a strategy to retain customers while the market changes, the business must consider the advantages of the new competitor.

Furthermore, when a new competitor enters the market, prices frequently decrease. When there are more companies competing for the same market share, customers preference the lower-priced businesses, which reduces the price level generally. As for BioFact Life Sdn Bhd, there are quite a few of businesses who create products that are very similar to their offerings. To guarantee that their products have extra value that may attract customer attention, they must consequently exercise more innovative thinking. Moreover, in order for the company to attract more customers, the organization needs to have a clear message. This is due to the fact that customers want to know what the company can do for them that no one else can, since this is how the business will get their trust and support.

5.0 DISCUSSION AND RECOMMENDATION

5.1 Improve Training and Development Strategies based on Employees Feedback.

Training and development techniques can be segregated into two which are on-the-job and off-the-job training. On-the-job is defined as when employees observe colleagues or managers perform their jobs and attempt to replicate such behaviors. This learning takes place before as well as throughout the actual workplace. Employing techniques consisting of orientation, job rotation, coaching, and mentoring can help train newly hired employees, orient transferred or promoted employees, cross-train employees within a department, and upgrade employees' skills when new technology is implemented. While Off-the-job training refers to a type of education in which workers attend a location other than their place of employment to learn more about their jobs or the most recent developments in their industry. It facilitates the workers' effective performance of their duties. Off-the-job training can occur close to or away from the place of employment, in contrast to on-the-job training. Employers can reduce distractions by holding training sessions away from the office so that workers can completely concentrate on the content they are learning.

Effective training strategies set up equal importance on management and employee objectives. Training may enhance worker efficiency, which in turn can enhance the employee's career advancement. Employers who consistently invest in training for their workers will see an improvement in job performance and an increase in employee engagement to help the company accomplish its objectives (Niati, D. U., Siregar, Z. M. E., & Prayoga, Y. 2021). One of the characteristics of excellent managers is their active involvement in training and development programme. The company is aware that these programme help employees' skill sets grow. Facilitating training sessions to engage staff and harmonies employee and management goals is also beneficial for managers and leaders.

Beside that, employees who receive adequate training might be promoted to positions with better compensation and levels of responsibility. Employees will be exposed to greater responsibility and rank as they climb up the corporate ladder, improving job output. Self-actualization depends on career development, which also provides the highest degree of job motivation and satisfaction.

5.2 Manage Time Efficiently and Delegate Task Effectively

Time can be the worst enemy if the employees do not learn how to keep it under control. No matter how tempting it may be to put anything off until the last minute, avoid doing so. Every activity should ideally be started one or two days in advance to allow for any unforeseen circumstances. Employee productivity and job quality may be improved by systematically planning tasks and establishing attainable goals. A proper management of time can help the employees to increase efficiency, personal and professional satisfaction, and decrease stress (Islam, R., Ali, Y., & Osmani, N. M. 2021). An employee should have a clear job description and hence specified tasks in order to manage their time in their workplace effectively. Employees are unable to be held responsible for the duties they have not performed in the absence of a clear and comprehensive job description. The mission of each department in particular, as well as the overall objective of the organization, should be mentioned in the job description.

Task delegation is one of the easiest ways of reducing workload. It is important to ensure that the right people are assigned the proper tasks which could lead to maximum workforce productivity. Managers have to identify employees who are qualified for the position and have the necessary abilities before beginning any task or project. In order to attract the best employees, this might be accomplished using job design procedures, followed by observations, interviews, and surveys (Mathebula, B., & Barnard, B. 2020). Managers and supervisors have the power to set deadlines without overwhelming staff members or causing the planning fallacy. Underestimating the time required to complete a task when determining how long it will take is known as the planning fallacy. Employers can also encourage staff to create deadlines based on their own schedules since it can boost their confidence in their planning.

5.3 Reduce Cost or Expenses

Cost reduction is a term that describes a deliberate and constructive attempts to improve efficiency. It may be seen in a number of ways, including as a tool to increase production and decrease waste. The rising inflation can be challenging for many businesses. No company can totally avoid the impact of increasing costs. Cutting expenses can be the most effective way to offset those challenge. Cost reduction is the business practice of reducing expenditure to increase profits. The company might reduce cost by close facilities, or cut spending on professionals services like consulting. When the management of company has poor planned in cost reduction, it is actually can frustrates the employees. This is because, when the

company cut spending on essential tools and services, internal employees may not be well-equipped to handle their task and restricting productivity.

Furthermore, every business needs to strive to improve its product if it wants to survive while retaining its customers. The organization consequently needs to maintain cost control and reduce costs to an absolute minimum in order to stay under budget, prevent slipping into the red, and retain the quality of their products. Every department in an organization, particularly the manufacturing department, should practise cost control in order to ensure that the quantities of manufactured goods are accurately recorded (Akintola, S. K., Omotola, A. A., & Adeeyo, I. T. 2022). Data collection, analysis, and control administration must be done appropriately in order to accomplish effective cost management. It is not appropriate to regard the target fixed cost of an undertaking as a permanent form. They should be examined as often as required and updated when situations change.

Next, in order for the organization to maximize their gain by determining an exact strategy, they need to clearly understand the two major factors which is price and demand. If the price goes up, the quantity demanded goes down (but demand itself stays the same). If the price decreases, quantity demanded increases (Zheng, M., Meng, Z., & Shen, R. 2020). When trying to save business expenditures, budgeting is important. If the business is unaware of how much money is coming in and going out each month, it cannot make profitable choices. A budget enables businesses to see how company expenditures might be decreased on a daily basis. Beside that, by conducting a thorough cost-benefit analysis and future forecasting and looking into business expansion, it can help the organization to avoid unnecessary cost or expenses.

5.4 Addressing Customers Needs In the First Place

The company must first establish what the customer wants, but cannot get from the existing options or products. Thus, the company need to create the finest possible solution and an interesting and authentic brand around it. As a manufacturer, the business must understand the buying habits of its customers, which is definitely useful for tracking purposes. This is because they may establish positive relationships with customers by getting to know them.

Excellent customer service increases a company's ability to recall its brand or its products. When a business achieves its customer's high expectations, its reputation improves and the confidence of customers grows as a result of their increased purchasing power. The company reputation improves, the business grows, and revenues rise. Active participation in community activities, effective internal and

external communication, and high-quality products and services produced or promoted through marketing campaigns that attract in both existing and new consumers all contribute to the company's reputation development. Customer involvement in the creation of a design that meets their demands enhances relationships with customers, fosters customer loyalty, and provides a service that is advantageous to both parties (Musumali, B. 2019).

Beside that, the business needs to convey its message clearly in order to evoke interest in customers. Customers want to know what the business can do for them that no one else can, and by answering these questions, the company will achieve success. It is insufficient for a business to just broadcast a message into the internet and hope that someone will notice it. The business will be able to engage with customers more effectively by intentionally considering into account the audience with each communication.

6.0 CONCLUSION

In conclusion, this internship has been an excellent and rewarding experience for me. I have learn a lot from my work at BioFact Life Sdn Bhd. I can safely say that my understanding of the job environment has increased greatly. Along my internship period, my communication skills is strengthen as well when communicating with others. The thing that I learn is an effective time management allows us to do our work efficiently and meet our schedules. Sheduling avoids time wastage and allows us to plan ahead, and gaining more as a result.

Additionally, this internship helped me identify my strengths and weaknesses. This made it easier for me to figure out the knowledge and skills that I need to develop going forward. I believe that I will be able to start my career after receiving my degree. It would be great if I could communicate and demonstrate myself with more confidence. Besides, this internship has given me fresh perspectives and increased inspiration for a future in administration.

Furthermore, I can conclude that I received a lots of exposure in the Purchasing and Supply Chain Management Department. I may use my experience to apply for job after finish my study. I should apply knowledge that I gained for my future job in other company.

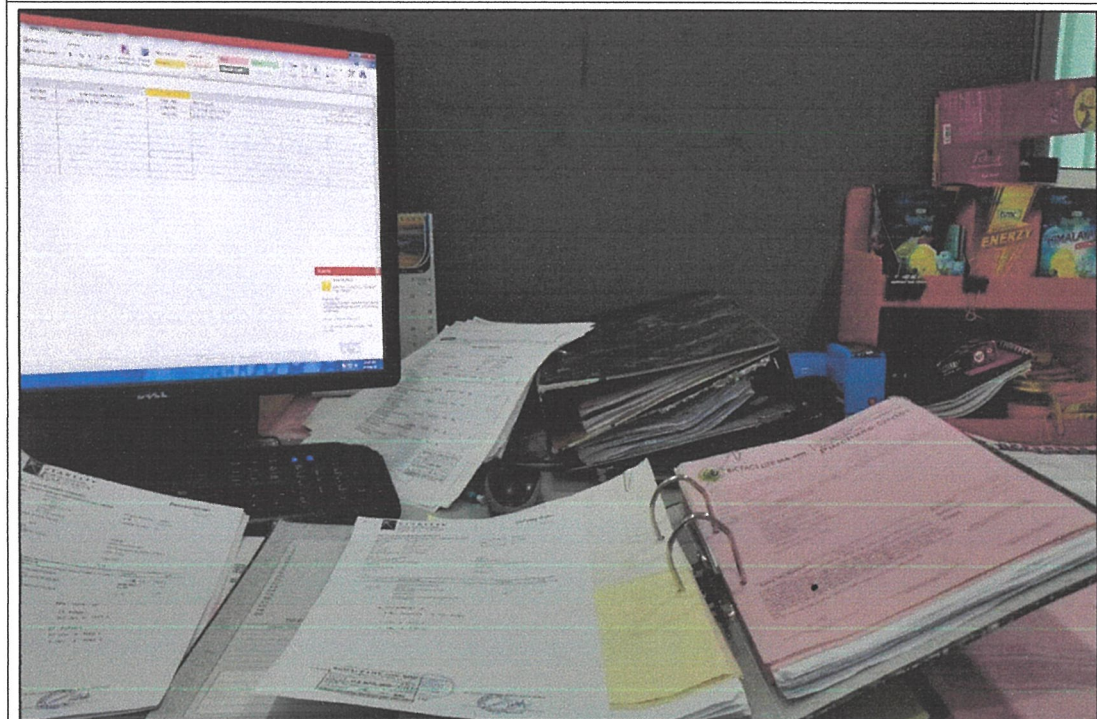
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8.0 APPENDICES



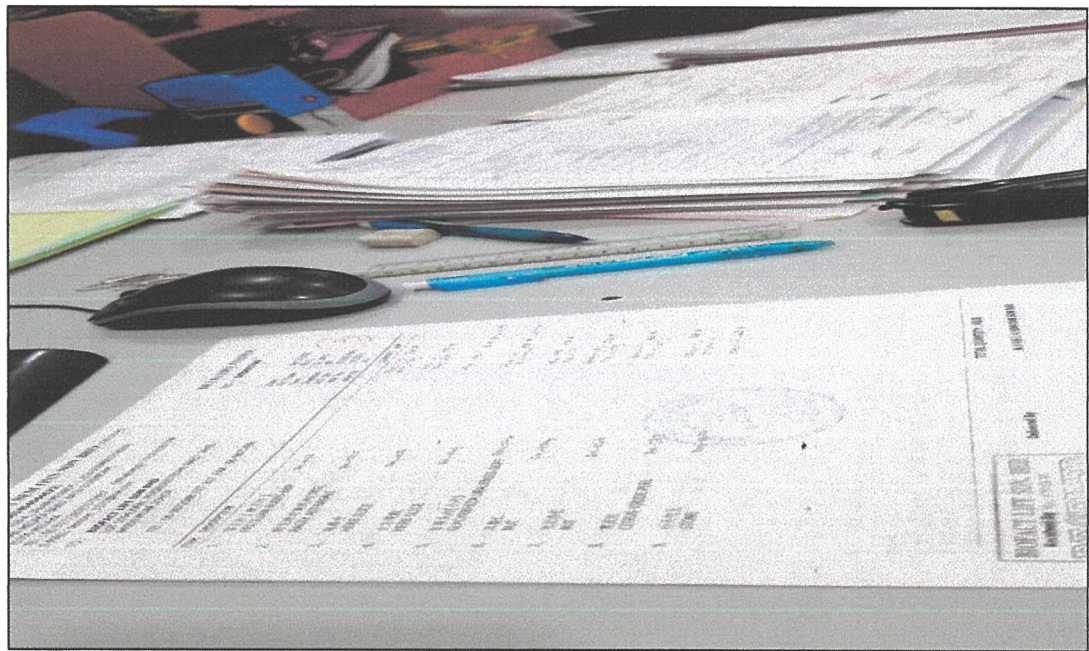
Picture 1: Company's Purchase Order (PO) File



Picture 2: Update Purchase Order (PO) Daily Tracking record and Arrange Purchase Order (PO) in File



Picture 3: Cabinet at Purchasing Department that use to keep all the files and documents



Picture 4: Attach Invoice and Delivery Order (DO) together before passed to Account and Finance Department



Picture 5: Attach Brefwell Ivy Leaf Drops with Brefwell Herbal Cough Syrup for Buy 1 Free 1 Product



Picture 6: Paste Buy 1 Free 1 Sticker to the Product

TIMO INTERNATIONAL SDN. BHD.			
BMR REQUISITION FORM		REF NO:	
PPIC NO:	TPPIC2101 (SO: TSO2301-004)	PRODUCT CODE:	C2005
DATE:	5/3/2023	PACKING SIZE:	6 drops x 12 pouches x 12 outer boxes x carton
PRODUCT NAME:	BrefWell Himalayan Salt Drops (Chuan Sin)	MFG DATE:	22/05/23 Dispensing: 19/05/23
REQUEST BY:	AFIQAH	RECEIVED BY (QA):	
BATCH SIZE/BATCH NO.	14 Batch Filling	Cost Center:	Hard Candy
DATE RECEIVED BMR :		RECEIVED BY SPV:	
REMARK:	Cooking date: 22/05/23 day shift - 23/05/23 day shift CDAF116		
TP3-C2005-01 1711 pcs TP5-C2005-02A 21971 pcs		TP4-0033 143 pcs TP2-0004 143 pcs	

TIMO INTERNATIONAL SDN. BHD.			
BMR REQUISITION FORM		REF NO:	
PPIC NO:	TPPIC1291 (SO: TSO2201-019)	PRODUCT CODE:	C2005
DATE:	3/9/2022	PACKING SIZE:	6 drops x 12 pouches x 12 outer boxes x carton
PRODUCT NAME:	BrefWell Himalayan Salt Drops (Chuan Sin) Local	MFG DATE:	19/03/22 Dispensing: 18/03/22
REQUEST BY:	GOH	RECEIVED BY (QA):	
BATCH SIZE/BATCH NO.	8 batch x 25 kg	Cost Center:	Hard Candy
DATE RECEIVED BMR :		RECEIVED BY SPV:	
REMARK:	Batch : 6		
TP3-C2005 756 pcs TP5-C2005-01A 9700 pcs TP5-C2005B 3 rolls		TP4-0033 63 pcs TP2-0004 63 pcs TP2-C2005 63 pcs	

Picture 7: Example of Batch Manufacturing Record (BMR) Requisition Form for a product (Cooking Planning)

timo		TIMO INTERNATIONAL SDN. BHD.		Lot PTD 5262, Jalan Perindustrian 1, Kawasan Perindustrian Pt Jamil, 84150 Parit Jawa Muar Johor. Tel : +606-9872588 Fax : +606-9875788	
Invoice To			Ship To		
CREDIT MING SENG BEE NO 7 HAK LORONG 2 JALAN WINDAY ANTI SIRI SARAWAK 96008			CREDIT MING SENG BEE NO 7 HAK LORONG 2 JALAN WINDAY ANTI SIRI SARAWAK 96008		
Account #			Customer Phone	Customer Fax	S.O. No
					T12304-0169
Item			Description	Qty	Lot No
C2005			TIMO BREFWELL HIMALAYAN SALT DROPS (6 DROPS X 12 POUCHES X 12 OUTER BOXES X CARTON)	177	CDARU12
C2005			TIMO BREFWELL HIMALAYAN SALT DROPS (6 DROPS X 12 POUCHES X 12 OUTER BOXES X CARTON)	63	CDAC122
PO2208003 08/08/2022					

Picture 8: Example of Delivery Order (DO)



Picture 9: Learn types of Raw Material (RM) at Cool Room



Picture 10: Prepare Batch Manufacturing Record (BMR) Requisition Form for Raw Material (RM) and Packaging Material (PM)



Picture 11: Read information in Delivery Order (DO)



Picture 12: Attach Barcode Sticker on the carton for products that will be shipped to customer



Picture 13: Hari Raya AidilFitri Celebration



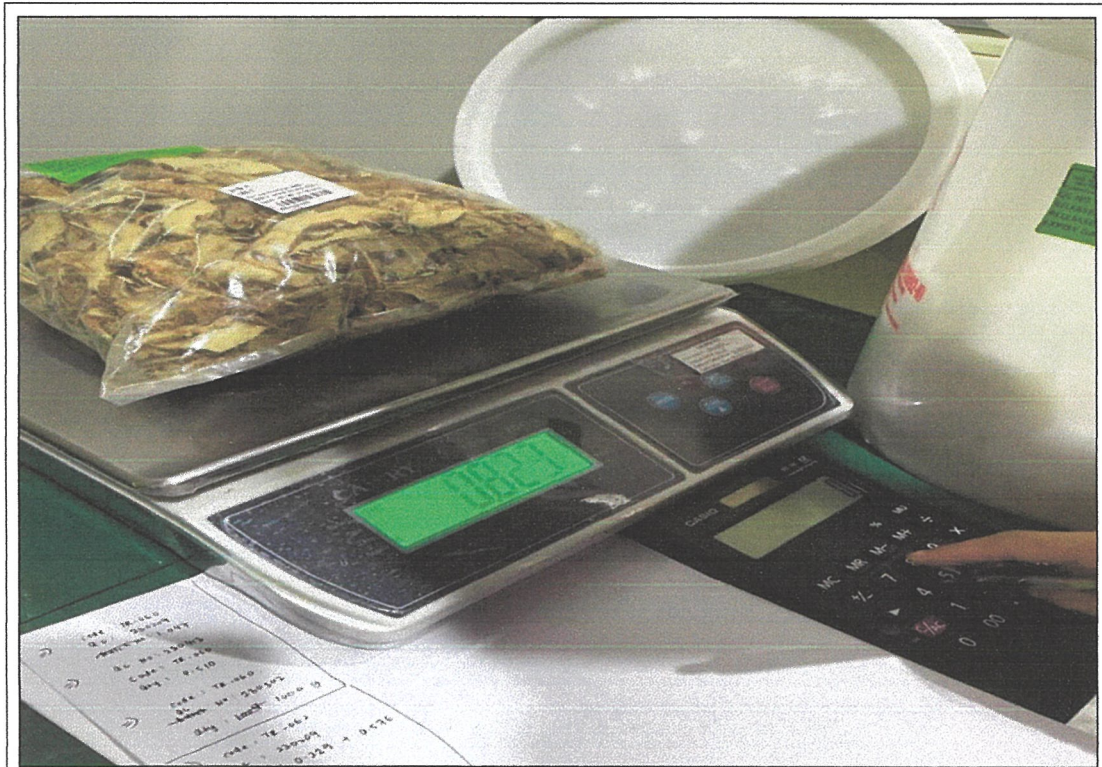
Picture 14: Visit New Company's External Warehouse



Picture 15: Dispose Raw Material (RM) that has been expired



Picture 16: Dispose Label and Sticker of Products that has been discontinued



Picture 17: Calculate the weight of each types of herbs in the package sent by the supplier



Picture 18: Calculate balance of each Raw Material (RM) at Cool Room



Picture 19



Picture 20

Picture 19 and Picture 20: Loading Container for Products Shipment to GCM (Indonesia) and First Star (Myanmar)