



اَوْبُو سَيِّدِي تَيَكُونُ لُو كِنِي مَبَارَا
UNIVERSITI
TEKNOLOGI
MARA

Fakulti
Pengurusan
dan Perniagaan

INDUSTRIAL TRAINING REPORT FOR BME LOGISTIC SDN BHD

1 MARCH – 15 AUGUST 2023

NUR SYAZLIEN FARHANA BINTI SHAHARUDIN
2020852894 (RBA2426A)
BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE



EXECUTIVE SUMMARY

As one of the last courses in list of my Bachelor's degree, I have done my industrial training at BME Logistics Sdn Bhd which offering the services in marine and various industries. There have four main or core business that related to the marine and others industries which are supply spare parts, steel fabrication works, mechanical engineering repair and service works and lastly specialized in water and fuel pumps, valves and piping repair and services works. In this report I had stated the PESTEL analysis and SWOT analysis for the company. In PESTEL analysis, it consists six elements which are politic, economic, social, technology, environmental and legal that related to the company situations. Furthermore, SWOT analysis consist four elements which are strength, weakness, opportunity and threats. In strength elements, the company have good communication skills, trust and track records, and good in sustainability. Next for weakness, the company have high operating cost and inefficient process. Other than that, in opportunity elements, the company can do mergers with competitors and have the potential if the government have tax cut. In last elements which is threats, the company is not exempted from being in competition and losing some of their customers. It also includes some recommendation for the company to analyze it for making some improvements in their company's operating.

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COMPANY'S PROFILE

COMPANY'S PROFILE



NAME OF COMPANY	BME LOGISTICS SDN BHD (S19309-V)
OWNER'S NAME	<ul style="list-style-type: none">• Ahmad Zuraidee Bin Hamzah• Zuraida Binti Mior Samsudin
DATE OF ESTABLISHMENT	28/5/2008
COMPANY STATUS	100% Bumiputera
LOCATION: OFFICE	NO. 68A, JALAN SEJAHTERA 3, MEDAN SEJAHTERA, 32000 SITIAWAN, PERAK, MALAYSIA
LOCATION: WORKSHOP	PLOT 32 FASA 3, KAWASAN PERINDUSTRIAN SERI MANJUNG, 32040 SERI MANJUNG, PERAK, MALAYSIA.
NO. TEL	05-6922600
NO. FAKS	05-692300
EMAIL	bmesat8@yahoo.com
WEBSITES	www.bmelogistics.com.my

VISION

BME LOGISTICS SDN BHD vision is to achieve the status of rendering the best services and supply within and outside Malaysia.

Leader in – Quality, Innovation, Efficiency, Commitment and Progression

Best in – No 1 Product Quality, Customer Satisfaction, Employee Satisfaction, Timeliness in Delivery of Services and Products

MISSION

BME LOGISTICS SDN BHD mission is to provide services and products that meet the customers' needs which are high quality while maintaining innovation and competencies based on commitment, professionalism, and high skills.

GOALS

- Ensuring all works that are carried out systematically to satisfy all concerned parties.
- Keep up the performance of the company and improve from time to time.
- Establish commitment towards customer satisfaction.
- Improving the company's adhered to professionalism and credibility.
- Adaption to latest technology to fulfill country's standards, requirements and to meet the customers' demands.
- Carrying out work with dedication, efficiency, and produce quality work in order to meet customer satisfaction.

SERVICES
(CORE
BUSINESS)

Steel fabrication works of any size and materials for piping and superstructures.

Supply Mechanical, Electrical and Electronics Spare Parts for marine and various industries.

Specialized in Water and Fuel Pumps, Valves and Piping repair and service works in marine and various industries.

Mechanical Engineering Repair and Service works.

TRAININGS REFLECTION

TRAININGS REFLECTION

DURATION OF TRAININGS:
1 March 2023 Until
15 August 2023
(24 Weeks)

OFFICE HOURS:
Mon - Fri > 8:30 A.M. Until
5:00 P.M.
Sat > 8:30 A.M. Until
1:00 P.M.

DEPARTMENT ASSIGNED:
Finance

BENEFITS RECEIVED OR GAINED:

- Allowance (RM18 Per Day).
- Learn New Software.
- Punctuality.
- Learn real working world of the industry.
- Learn being multitask.
- Flexible teamwork.
-

ROLES, RESPONSIBILITIES, TASK & ASSIGNMENT GIVEN:

- Make cashbook.
- Key in data in ABSS Accounting System (MYOB).
- Make loan agreement contracts between company and staffs.
- Make list of work orders for certain jobs such as KD Kasturi, KD Ledang and KD Terengganu.
- Send an email.
- Register and make invoices.
- Get the validation for statement bank.
- Make letters for the staffs.
- Sourcing price of products for the tender.
- Going to site visit.

PESTEL ANALYSIS

PESTEL ANALYSIS

POLITICS

- Governments give incentives to the bumiputera owned company can make them have more financial in running the business.

ECONOMIC

- Unstable in economy makes the suppliers increase the price of materials.
- It also can make the price of utilities increase.

SOCIAL

- The company have joined the social activity that organized by the customers.
- The company also give donation to some of the customers that need extra financial in organizing events.

TECHNOLOGY

- The company using several technologies for complete the projects such as machines.

ENVIRONMENTAL

- The employees of the company doing the work or job without polluting the environment.
- For example, reuse the paper, switch off light, computers or anything that are not in use.

LEGAL

- Improving in tax system can make the company have more financial to running the business.

SWOT ANALYSIS

SWOT ANALYSIS

STRENGTH

- 1) Good in communication skills, trust and track records.
 - Every employee has good communication skills when meets the customers.
 - Customers had trusted the company because they had good track records for the past projects they do.
- 2) Sustainability
 - Sustainability is known as one of the most important factors at every level, including company operations.
 - It can attract the customers to choose company because practices sustainability towards their employees, environments and others.

WEAKNESS

- 1) High in operating costs.
 - Operating costs are high because of the expensive in supply materials.
 - Over spend in supply materials can incurs to the losses of the company.
- 2) Inefficient processes.
 - It can effects the reputation of the company.
 - It can make the company reduce their efficiency in working

OPPORTUNITY

- 1) Mergers.
 - The company can do mergers with competitors.
 - It can lower the number of competitors in the industry.
- 2) Tax cuts.
 - Potential tax cuts by the government can lower the cost of running business.
 - It can improve economic climate.

THREATS

- 1) Company's competitors.
 - There have many companies that have good or lower price of tenders.
 - It will make the company difficult to get some jobs or tenders.
- 2) Losing customers.
 - Customers less interest in company's services during open job.
 - Some customers only looked for the company when they have emergency jobs only.
 - The employees must do the urgent jobs in the short period of time that they give.

DISCUSSION & RECOMMENDATION

DISCUSSIONS (STRENGTH)

1) Good in communication skills, trust and track records.

First strength for the company is good in communication skills, trust and track records. Communication skills is one of the elements that has important roles in every operation in the company. It is the most important life skills that people can learn if they want to communicate effectively. Communication can be defined as transferring information to produce greater understanding.

Communication skills can be divided by verbally and non-verbally. People can choose how they wants to communicate with the others. They can communicate by vocally which is through verbal exchanges. They also can communicate by written media such as using books, websites and magazines. Next, they also can communicate through visually which are using graphs, charts and maps. Other than that, people can choose to communicate by non-verbally. This means that they can use body language, gestures, pitch of voice and tone.

BME Logistics Sdn Bhd always take the communication skills as the important roles in every employee should have. For example, they will recruit the employees based on the communication skills when they had an interviewer. If the employees have low in communication skills they will organize or make that employees to join the training or make developments for improve it. In this situation, every employee can use good communication skills every time when meets the customers. It is because, they had the training and developments for improve their communication skills.

Next, customers had trusted the company because they had good track records for the past projects they do. The company had done doing the previous projects in good condition. It will make the customers to trust the company and it can attract the customers to choose the company in making decisions when they want to use the company's service for the next job or work.

RECOMMENDATION

Communication skills is important but it can be very challenging for employee to develop and implement it in the company or organization. In nowadays situation, where some companies or organization that have offered their employees to do their work in hybrid or work from home. It also not an easy task to develop the skills when they choose to do the work in hybrid or work from home.

Effective communication at work can be transformative for individuals, teams and businesses. There are many ways how to improve communication skills among the employees. First recommendation on how to improve communication skills is think it through. There are many types of frameworks in communication but if employees want to improve their communication skills, they must start by getting the habit of think it through for five basic questions for any communication that they started.

Second recommendation on how to improve communication skills is give it time. Employees must plan what they want to say and review the communication to make it's actually doing the job that they need it to. Third recommendation is makes it easy. In the companies or organization, the communication is always having a larger goal. The employees must make the communication easy for their colleagues to understand what are saying and what are things that they should do. In the presentation of the work, they must state the objective and main point from the beginning or written communication so that the customers knows where they are going.

DISCUSSIONS (STRENGTH)

2) Sustainability

Second strength for the company is sustainability. Nowadays, sustainability is known as one of the most important factors at every level, including company operations. It means that the businesses and companies are required to do this.

BME Logistics have apply sustainable business practices to make sure that the wellbeing of the stakeholders and the employees is taken into important things when they want to generate profits. The company have to make sure that their specific sustainability aspects are satisfied by the business at all level due to the awareness in the importance of sustainability among the stakeholders, employees and customers.

A business model's approach in sustainability includes the effects of the company towards on the environment and socioeconomic aspects. This might involve things like improving employees' wellbeing, diversifying the workforce, community improvement initiatives, and others that related to the business. This is encouraging for the value of sustainability, which has the potential to deliver advantages including cost savings, innovation creation, process optimization, resource preservation, improvement in the company's image, and competitions.

Sustainable that approach in business can make the company show the good reputations to the customers. It can makes the customers making decisions in choosing the company for doing the next job or works. It is not only giving the good advantage for company but also to the customers. It is because the customers already know and trust the ability of the company to do job in sustainability towards either their employees, environments and others.

RECOMMENDATION

Sustainability is also important. It has been commemorated as a day to remember that the protection and care for ecosystems and planet which are people's responsibility such as institutions, citizens and also companies.

It is means that practices sustainability does not affects any reducing in profitability in business. In fact, applying sustainability strategies encourages companies to become more aware of the resources they use and the places in the worth cycle where inefficiencies happen so they can take practical steps that reduce the effects.

There are many ways or recommendation on how to improve more sustainability in the companies. First recommendation is establishing priorities and objectives in environmental matters. It is practical to identify the issues that are most important to a company's stakeholders through surveys and market studies. T&T Associates was founded by Luis Tituaa*, who ensures that "by knowing the interests of employees, customers, consumers, suppliers, and authorities or institutions, companies can define their priorities and specific objectives on the actions they should begin to do, reinforce, improve, or correct in environmental matters. T&T Associates offers advice on financial, labour, and technology issues. Each of these objectives has to be limited in time, clear, measured, and achievable. By doing this, you will have a plan that will act as the base of your company, guiding all of your decisions and enable you to measure your success.

Second recommendation is encouraging environmental education and training of employees, suppliers and customers. It is important to encourage moral behaviour that increases awareness among all the stakeholders in the company as part of the sustainability strategy.

"After knowing their opinions, it is suggested that we include our stakeholders in our initiatives," says Alejandro Carbonell*, CEO and co-founder of the online education platform Tutorez. "This can be achieved by training employees, the selection of suppliers with an environmental commitment, and the development of promotional campaigns that encourage and recognize the positive actions of customers around the care of nature, which results in the environment according to the sustainable purpose." To further develop this focus, companies may also think about new partnerships with organizations that contribute to environmental activities.

Last recommendation is promoting actions inside and outside the office as a sustainable commitment. Development of employee behaviors that reduce the use of energy and impact on the environment both inside and outside of the company is essential, especially in considering the fact that many SMEs today have chosen hybrid company structures in which the workplace could potentially be at home. In order to increase employees' dedication to sustainable behaviors, Astrid Encarnacion*, the founder of Ases Services, a services company committed to the company and the strategic development of companies, recommends encouraging behaviors like turning off electronic equipment when it's not in use as well as the use of shared or environmentally friendly transportation.

DISCUSSIONS (WEAKNESS)

1) High in operating costs.

Operating costs is cost that have for the company in running the business. Operating cost is divided by two types which are maintenance expenses and administration expense. It means that they are the basic things that the owner has to pay for running the business. The administration costs are including rents, utilities, advertising and others.

BME Logistics Sdn Bhd have high in operating cost. It is because the supply materials for this day is expensive. They cannot do the work or job without having enough materials. It can make the company having high cost in purchase the materials. Usually, the company will make the good plans in purchase materials because overspend in supply materials can incurs to the losses of the company.

Operating expenses can effects the profit of the company. It is because the profit is calculated by deducting all the expenses and purchases in the income statements. By having the higher in expenses and purchases, it can reduce the profit for the company. The managements will find the ways on how to reduce or stabilize the operating costs.

The company had to increase the price of their tenders or jobs when the costs are higher. It is because the company must maintain the profitability and avoid the losses. In this situation, the company will be having to loss of their customers to the competitors that offer the lower price at the same services.

RECOMMENDATION

Improve in operating costs means that the company should put ahead of the competition. Small business owners or companies' owner must find the way how to reduce their expenses without affect the quality of materials or services. Therefore, it has many ways or recommendation on how to reduce the operating cost for company.

First recommendation on reducing operating cost is pay the bills in advance. Many suppliers can give a discount whenever the companies pay the invoice on time. Savings of just 2%–3% each billing cycle can add up fast. For example, assume that company yearly operational expenses are total RM100,000. By using the benefits of early invoice payment discounts and saving 2%, the company might reduce expenses by RM2,000 a year. The same goes for any other types of debt you have, including loans. If you are late or begin to delay payments, your interest costs might rise.

Second recommendation on how to reduce operating cost is think eco-friendly and save. The employer can apply the concept of eco-friendly which means that make the office space as green as possible. For example, compact fluorescent lights should be used instead of incandescent bulbs. Other than that, windows also should be improved to reduce heating and cooling expenses, and solid waste should be cut. To save energy, remove the equipment from any unused workstations to decrease electricity usage. You'll save money on monthly office supplies prices in as well as electricity bills.

Third recommendation for the company to reduce operating cost is integrate an internship. Intern students are the best way for company to lower their operating costs. It is because they are new or fresh students to the job market and have limited of work experience. The intern students take an internship to experience the real world of job market and learn some of business skills. In these situations, the companies can get benefits because they paid less to the interns than regular employee. It also can give benefits to the companies because internship can reduce recruitments costs. The company also can hire the interns if the interns had proven that they are very valuable to the company. It can make the companies to do not spend money for searching the qualified candidates. It is because, they already know the abilities of the interns and do not need to go under interview process or training.

DISCUSSIONS (WEAKNESS)

2) Inefficiency processes.

Next weakness that seen in the company is inefficiency process. Inefficiency process is the process that the company poor in using financial, energy and others. It is because of the lack or the company did not know to use it wisely. There are many reasons that inefficiency can happen and effects the company.

First reason that inefficiency can happen in the company is miscommunications. Communication is very important to the employee to deliver their message. If they have miscommunications, it will become the problems to the managements and also the customers. For example, the colleague had miscommunication that made them deliver the wrong messages to the customers.

Second reason the inefficiency will effect the company is lengthy process in recruitment. If the company have inefficient process, it will be more challenging for them to find new employees. It is because the interviewee may reject the company's offer when they know the company have inefficient process.

Last effect that that inefficiency can be towards the company is miss deadlines. Inefficiency process can make the company miss the deadlines. For example, if the managements made some last minutes changes in the project and it can make the employees cannot catch up the deadline due to the inefficient process.

RECOMMENDATION

Inefficiency process can effects the reputation or brand name of the company. In this way, the management of the company should think the ways on how to reduce it. There are many recommendations or ways that can reduce the inefficiency process in the company.

First recommendation on how to reduce inefficiency for miscommunication. The managements should analyze about the technology for communication in the company. They should install application that can make every employee can know about the message that have been delivered to another employee.

Second recommendation is on how to reduce inefficiency for the miss deadlines is study the time. The management should study the time and the ability of their employees to finish the project. In this way, they can know if the project has problems, they can take quick solution to handle it without delays the projects.

Last recommendation on how reducing inefficiency for lengthy process in recruitment is make an analysis about the weakness that company have. For example, the managements teams should reflect about their company which that people or interviewee reject to take the offers. In this situation, they can improve their company that can attract the people to join the company.

DISCUSSIONS (OPPORTUNITY)

1) Mergers.

Corporate executives have to acknowledge and take advantage growth possibilities that can enhance their companies' market position and financial performance in a market that is both more competitive and financially limited. Development of new service lines or markets, widening current service offerings and markets offered, setting up joint ventures to create or extend services/markets, mergers with or acquisitions of existing operations from competitors or other suppliers are some examples of expansion strategies.

BME Logistics Sdn Bhd have an opportunity to doing the mergers with the others competitors. It is because it can give more benefits neither for one company but for the both companies. The company can do the mergers with one of the competitors' companies but the owners should agree to use the name BME Logistics Sdn Bhd after they merge their companies. It is because that company's name is having good reputation and well known among the customers.

There are many benefits for the company for doing the mergers. The first benefit is it can improve the financial positions. By doing the mergers, they can increase their money or capital while reducing the operating cost. Other than that, it can bring benefits in operating efficiency. The company can make the good decisions by doing the jobs because they can organize the distribution of the services which can reduce some of the costs.

Next benefit is it can reduce the competition in the industry when doing the mergers. It means that, they do not have to compete with each other in getting the customers because the customers are the clients for both companies. In this way, the companies can cut the costs of advertising and boost the revenue of companies.

RECOMMENDATION

Owning and developing the company is very impressive performances for the owner no matter the challenges that have been faced by the company. At one level when the challenges are getting tougher, the owner will feel like they want to merge with another company which can be beneficial for both companies. There are many ways or recommendations on how to merge with the other companies.

First recommendations or ways on merging with other company is check the liquidity and financial position of company. The company must analyze the profit, turnover and financial position for the company. It is because, the company must be ready or have enough amounts of money to do transactions and investments.

Second recommendations or ways is creating a transition team. Companies that want to do mergers should have good, strong and functional team for each side. The companies that do mergers should operate the company according to working plan that have been made such as strategic objectives and success factors.

Third recommendation or ways on merging with other company is analyze the appropriate candidate for merging. Owner of the company needs to analyze the right candidates that is suitable for merge. They should create the reasons for why they need to merge with other company and what type of merger is right if they want to expend and gain success from merging.

Last recommendation or ways is carefully planning the merger between the companies. The owner need evaluate the process, operations and services which can generate good value and what does not. They also need to know the productivity and working speed are critical when they through the process. It is because if have delay in it, it will lead to the failure.

DISCUSSIONS (OPPORTUNITY)

2) Tax cuts.

Tax cuts means that the taxpayers have to pay less on generating income for the government. Tax cuts are common because it can save the taxpayers' money. The governments can generate revenue through the tax that pay by the citizens. The citizens must pay the income tax and payroll tax to the government. It is the way for the government to generate their revenue.

Reduce in tax rates can bring many benefits to the citizens, businesses and also the government itself. For example, reduce in tax paying can give the people to spent their money on buying more goods or services. It is good opportunity for the people when the government reduce tax rates. It is because, nowadays, the cost of living is high and some people did not have enough money to spent after paying the high rates of tax.

Other than that, it also can give benefit to the companies for all industries. It is because having the tax cuts by government can reduces the cost of running business. For example, every company needs to pay income tax. If the rates of the tax are reducing, it can save more money to the company. The company can have more money to be used as capital on doing the jobs or works.

Furthermore, the tax cuts also can give benefits to the economic. It can improve the economic climate if the government reduces the tax rates. For example, if the individual income tax rates reduce, it can make the individual to spend more on their money. It will increase the gross domestic products (GDP) and productivity.

RECOMMENDATION

The Malaysian Tax Reform Committee (TRC) was created in September 2018. It has been created to take a comprehensive study on the Malaysian taxation system. It also needs to make recommendations on how the tax system can be more efficient, progressive and neutral. There are many recommendations on how to improve the tax system.

First recommendations on how to improve the tax system is trimming corporate tax rates. TRC should look for ways on how to reduce corporate tax rates to stabilize economic growth and competitiveness. Malaysia Tax Leader & Business Tax Services Leader, Amarjeet Singh said that the UK had cut 25%-30% in spending of public and freeze the civil service pay can make the government to reduce tax rates. Nowadays, the UK has stated that their corporate tax rate is 19% and it can be more decreased to 15%.

Second recommendations on improving the tax system are assessing incentive effectiveness. TRC should do a cost-benefit analysis to make incentives are less focused to achieve economic growth. Analysis that was made by TRC shows that four companies said that they will invest in Malaysia if it has no incentives given. It is also important for TRC to update the incentives and policies. It is because to keep up with the competitors in business and investments.

Third recommendations on how to improve the tax system is diversify tax revenue. In the current government, the deficit in revenue should be reduced but it will be difficult to close the tax gap. It is because, the change from GST to SST can give the tax receipts decrease. Increase in taxpayer base is difficult because the tax base itself is small. For example, from 30 million people in the country, 4.1 million households still get incentives from the governments.

It means that about 8 million people still need help from the governments. The ability to pay for taxes must be taken into consideration for the social welfare.

Last recommendations for improve the tax system is strengthen tax compliance and governance. TRC Committee should consider all the options to increase tax income. It also includes increase in enforcement and compliance means that they can generate the governments revenue until RM1 billion.

DISCUSSIONS (THREATS)

1) Company's competitors.

Competitors is the companies or organizations that offers the same products or services to the customers. It makes that they are having competition among them to get the customers. Competition is always had in business because it is common things that every owner of the companies should face it.

Competition can be divided into three types which are direct, indirect and replacement competition. Direct competitions means that the companies offer product or services that close to the demand of customers which is quite similar. For example, the two companies that offer the same services such as construction services are competitors.

Next type of competition is indirect competition. For indirect competition, the companies offer the similar services but they have different customers. For example, the minor accounting company cooperate only with the small companies but for major accounting companies may have cooperate with large companies.

The last type of competition is replacement competition. In this type of competition, the company offer the different products or services but it can harm the other company which can replace the needs of the customers.

BME Logistics Sdn Bhd is not exempted for getting in the competition. There are many competitors that offers the similar services with the company. Some of the competitors offer good or lower price of tenders. It will make the company difficult to get jobs or tenders. The company cannot reduce the price because it can occur to the losses of the business.

Other than that, competition is good things for the company. They can analyze about the services that offers by competitors and price of tenders that offer by them. In this way, the managements teams can find solutions on how they can improve the company's name to attract more customers to choose in using the company's services.

RECOMMENDATION

Competition is healthy things for the owner of the companies in business. It is because it can make the company to generate idea and be innovative for their business. Some of the company does not know how to handle the situation to compete with the competitors. Usually, every company will deal with these problems. Therefore, there are many ways or recommendations on how to handle competitions.

First recommendation on handling competition is clarify the company's messages. The company required to state the clear message when they want to attract the customers. It is because, the customer needs to know what are exactly the services company offers that the competitors did not. In these ways, the company can attract and gain trust from customers to use their services.

Second recommendation on how to handle of competition is knowing the customers. The employee of the company should build relationship between the company and the customers. For example, the company should join the event that organized by the customers. It can attract the customers to know about the service that offer by company.

Last recommendation on handle of competition is stated the different about company. The company should highlight the different between the company and competitors. For example, the company can offer the cheaper price to the customers that want to use the company's service. They can state the lower price than the competitors in the tender of project to attract the customers choose the company.

DISCUSSIONS (THREATS)

2) Losing customers.

Next threat is losing customers. There are many reasons why the company can lose their customers. Some of the customers are less interest in the company's services during the open job. It is because customers think that the company cannot offer the good services to them when they have big projects. The customers only looked for the company when they have emergency jobs and to finish it in period of time given. In this situation, the employees must do the emergency jobs in short period of time that they give.

Next reason is customers look that company cannot provide good customer service. The customers afraid that the company cannot be responsibility and handle the problems if they have to faced it. It is because some of the companies will be panicked and do not know how to solve it when they have problems and it will make the customers to search another company to solve it. In this situation, the customers will do not choose the service of the company for next job.

Other than that, the reason that company losing the customers is poor in human being. The customers also think that the employees of the company are poor in human being. It is because the customers did not see the hardworking of the employees to build relationship or make the personal interactions with the customers. It means that the employees should make an effort to know more about customers not only in business but in everything.

Last reason that company losing the customers is not flexible. The company should be more flexible in the competition. For example, the company did not be open to make a change but the other competitors willing to make changes due to customers' needs. In this situation, the customers will choose the competitors rather than choose the company in using the services.

RECOMMENDATION

Customer retention is very important to the business. It is because they had been very trusted to the company and they can choose the company again for using the services. There are many types of recommendation or ways that company can keep customer retentions.

The first recommendation is creating trust with the customers. It is not an easy task to make the customers trust the company. It is because the customers will need to trust the company when they make decision to choose the company's service. The company should complete the service within the time given and do not spend more time to finish the work. In this way, the company will be more trusted to the company.

Second recommendation that can keep customers retentions is analyze why the company lost customers. The company should analyze why they have lost their customers. For example, the employee can make survey on how the company are when customers used their services. In this way, it can make them to improves their management on servicing the customers.

Last recommendation is knowing how to handle problems. The company should know on how to handle the problems when it exists. For example, the company should handle the mistake or problem that they had when the customers use their service. It can make the customers to choose using the company's service for the next work or job.

CONCLUSION

CONCLUSION

In conclusion, I have gained various of knowledges, skills and ethics throughout my internship here in BME Logistics Sdn Bhd. I am also gained differences experience, professionalism and others within my 24 weeks or six months during industrial training in the company. I had experienced to work with staffs that are in different job scope that I had in my degree. Other than that, I am also can improved my understanding about how to build values not only in the services industries but also for products industries. Furthermore, I am also learning on doing the tasks given in the teamwork. Therefore, I hope I can create positive environments, good ethics and values to the real world of job market in the future.

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APPENDICES



Dinner with staffs at Horizon Garden Seri Manjung.



BME Logistics Sdn Bhd organized Jamuan Hari Raya with some activities

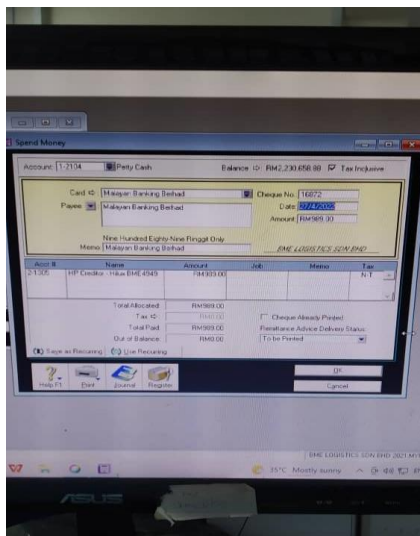


BME Logistics Sdn Bhd organized 'Jamuan Makan' before celebrate Ramadhan.

MONTH	BASIC	GROSS	OVERTIME	EPI	SOCSO	EIS	LOAN LATE	ADJ. USTZAD	KOOP BMEI	OVERPAT	NET
JAN 2022	RM1,000.00	RM1,196.18	RM1,098.18	RM220.00	RM11.75	RM4.70	RM1.04	RM300.00	RM1.00	RM1.97	RM1,851.72
FEB 2022	RM1,000.00	RM1,230.11	RM1,200.00	RM11.25	RM4.50						RM1,946.00
MAR 2022	RM1,000.00	RM1,402.21	RM1,402.21	RM20.00	RM11.25	RM4.90					RM1,448.36
APR 2022	RM1,000.00	RM1,338.86	RM1,338.66	RM20.00	RM11.75	RM1.10	RM1.04				RM1,317.77
MAY 2022	RM1,000.00	RM1,147.89	RM1,147.89	RM20.00	RM11.75	RM1.70	RM1.10				RM1,076.84
JUNE 2022	RM1,000.00	RM1,163.67	RM1,163.67	RM20.00	RM11.75	RM1.30		RM20.00			RM1,167.68
JULY 2022	RM1,000.00	RM1,266.78	RM1,266.78	RM20.00	RM11.10	RM1.50		RM20.00			RM1,267.28
AUG 2022	RM1,000.00	RM1,188.81	RM1,188.81	RM20.00	RM11.75	RM1.70		RM20.18			RM1,188.81
SEPT 2022	RM1,000.00	RM1,126.74	RM1,126.74	RM20.00	RM11.75	RM1.30		RM20.00			RM1,126.74

MONTH	BASIC	GROSS	OVERTIME	EPI	SOCSO	EIS	LOAN LATE	ADJUNS AID	KOOP BMEI	NET
JAN 2022	RM1,000.00	1,627.11	221.11	101.00	4.21	3.50	101.11			RM1,858.04
FEB 2022	RM1,400	1,726.44	RM126.44	134.00	7.71	3.10	1.11			RM1,858.04
MAR 2022	RM1,400	1,546.51	174.00	7.71	3.10	2.12				RM1,574.43
APR 2022	RM1,400	1,878.81	RM128.85	174.00	9.21	3.70	10.10			RM1,844.10
MAY 2022	RM1,400	1,774.71	RM134.71	174.00	9.71	3.10		1.11		RM1,562.30
JUNE 2022	RM1,400	1,774.71	RM134.71	174.00	9.71	3.10	14.41	241.81		RM1,308.26
JULY 2022	RM1,400	1,983.37	RM193.37	174.00	9.71	3.90	4.91			RM1,808.31
AUG 2022	RM1,500	2,107.50	RM167.50	200.00	10.71	4.10	1.10	1.00		RM1,913.14
SEPT 2022	RM1,500	2,181.01	RM181.01	200.00	11.71	4.70	1.40	70.00		RM1,2116.28
OCT 2022	RM1,500	2,027.74	RM157.74	200.00	12.21	4.10	10.70	100.00		RM1,5729.49
NOV 2022	RM1,500	2,140.00	RM160.00	200.00	10.71	4.70	20.00			RM1,5714.51
DEC 2022	RM1,500	1,870.10	RM150.10	200.00	9.71	1.20	30.30	150.00		RM1,585.91

Doing summary of staffs' salary in year 2022 for audit.



Key in data of transaction slip in ABSS Accounting System.

Document Information

Analyzed document	INDUSTRIAL TRAINING REPORT_NUR SYAZLIEN FARHANA BT SHAHARUDIN_(2020852894).pdf (D172224490)
Submitted	2023-07-19 15:52:00
Submitted by	NUR SYAZLIEN FARHANA BINTI SHAHARUDIN
Submitter email	2020852894@student.uitm.edu.my
Similarity	0%
Analysis address	norhisam.UiTM@analysis.ouriginal.com

Sources included in the report

Entire Document

NUR SYAZLIEN FARHANA BINTI SHAHARUDIN ABOUT ME I am able working with Microsoft Word, Microsoft Excel and Microsoft PowerPoint. I am seeking for good opportunities that I can get new knowledge and new experience.

OBJECTIVE To secure an internship with a well- established company in order to gain experience in the working environment, as well as to gain self- development and motivation. CONTACT ADDRESS: NO. 141, JALAN ASTAKA, TAMAN SERDANG, 32000 SITIAWAN, PERAK PHONE: 013-4797246 EMAIL: syazlienfarhana@gmail.com REFERENCES DR. NURUL LABANIHUDA ABDULL RAHMAN, PENYELARAS LATIHAN PRAKTIK, UNIVERSITI TEKNOLOGI MARA, ARAU, PERLIS PHONE: 013-5364262 EMAIL: labanihuda@uitm.edu.my PERSONAL INFORMATION DATE OF BIRTH: 1 JUNE 2000 SEX: FEMALE MARITAL STATUS: SINGLE NATIONALITY: MALAYSIAN EDUCATION UNIVERSITI TEKNOLOGI MARA, ARAU, PERLIS 2020 - NOW ? BACHELOR OF BUSINESS ADMINISTRATION (HONS.) FINANCE SEKOLAH MENENGAH KEBANGSAAN AHMAD BOESTAMAM, SITIAWAN, PERAK 2013 - 2019 ? STPM (CGPA: 3.00) ? SPM (1A, 1A-, 2B+, 3B, 1C+, 1C) ? PT3 SEKOLAH KEBANGSAAN SERI SELAMAT, SITIAWAN, PERAK 2007 – 2012 ? UPSR (4A,1B) LANGUAGE SKILLS AND COMPUTER SKILLS Language Skills Bahasa Melayu English Computer Skills Microsoft Word Microsoft Powerpoint Microsoft Excel

NAME OF COMPANY BME LOGISTICS SDN BHD (S19309-V) OWNER'S NAME ? Ahmad Zuraidee Bin Hamzah ? Zuraida Binti Mior Samsudin DATE OF ESTABLISHMENT 28/5/2008 COMPANY STATUS 100% Bumiputera LOCATION: OFFICE NO. 68A, JALAN SEJAHTERA 3, MEDAN SEJAHTERA, 32000 SITIAWAN, PERAK, MALAYSIA LOCATION: WORKSHOP PLOT 32 FASA 3, KAWASAN PERINDUSTRIAN SERI MANJUNG, 32040 SERI MANJUNG, PERAK, MALAYSIA. NO. TEL 05-6922600 NO. FAKS 05-692300 EMAIL bmesat8@yahoo.com WEBSITES www.bmelogistics.com.my COMPANY'S PROFILE VISION BME LOGISTICS SDN BHD vision is to achieve the status of rendering the best services and supply within and outside Malaysia. Leader in – Quality, Innovation, Efficiency, Commitment and Progression Best in – No 1 Product Quality, Customer Satisfaction, Employee Satisfaction, Timeliness in Delivery of Services and Products MISSION BME LOGISTICS SDN BHD mission is to provide services and products that meet the customers' needs which are high quality while maintaining innovation and competencies based on commitment, professionalism, and high skills. GOALS - Ensuring all works that are carried out systematically to satisfy all concerned parties. - Keep up the performance of the company and improve from time to time. - Establish commitment towards customer satisfaction. - Improving the company's adhered to professionalism and credibility. - Adaption to latest technology to fulfill country's standards, requirements and to meet the customers' demands. - Carrying out work with dedication, efficiency, and produce quality work in order to meet customer satisfaction.

SERVICES (CORE BUSINESS) Supply Mechanical, Electrical and Electronics Spare Parts for marine and various industries. Steel fabrication works of any size and materials for piping and superstructures. Mechanical Engineering Repair and Service works. Specialized in Water and Fuel Pumps, Valves and Piping repair and service works in marine and various industries.