

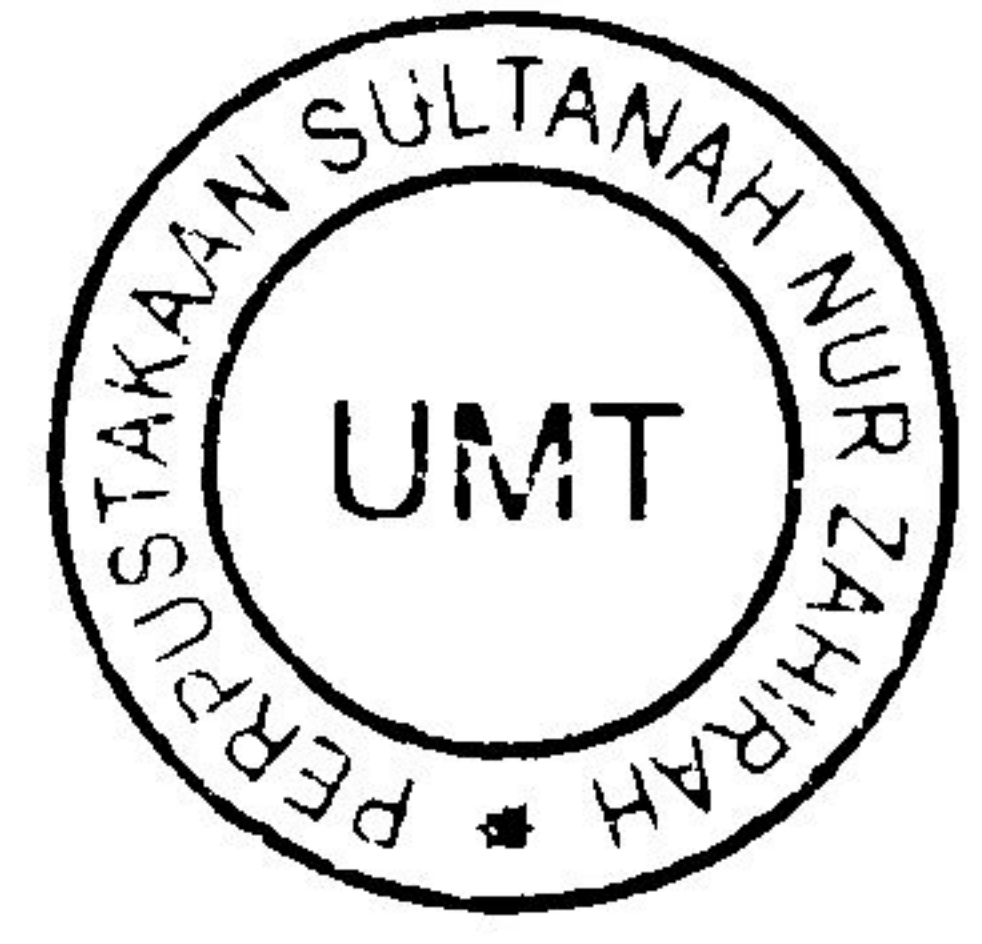
**INDUSTRIAL TRAINING FINAL REPORT IN
WILMONT SDN. BHD.**

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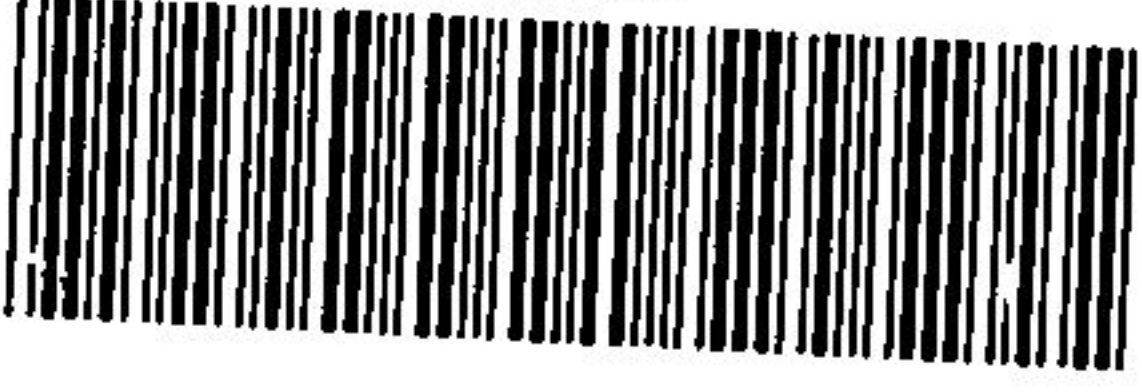
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Industrial training final report in Wilmont Sdn. Bhd. / Oon Khim
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**Bachelor of Management
(Business Distribution)**

Industrial Training Report Submitted To

Department of Management and Marketing
Faculty of Management and Economic
University College Science and Technology Malaysia
(KUSTEM)

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ACKNOWLEDGEMENT

First and foremost I would like to thank Fakulti Pengurusan Ekonomi (FPE) for given all of us a chance to participate in the industrial training. In my opinion, this training has given us all a real look at the working environment that we will be experiencing after graduating. I would also like to thank my supervisor lecturer, Cik Azlinzuraini for giving me guidance and advises regarding any issues of the industrial training.

Also not left out, is my supervisor over at Wilmont Sdn Bhd, Miss Fong Yee (Assistant Managing Director) and also Mrs. Stephanie Tan (Shipping Executive) for giving me all the helps that I needed. They have provided me with endless knowledge that I know will prove very useful to me when I step out to the working world next year.

Lastly, I give my gratitude to the people who will be evaluating this report for their time to do so even when there will be hundreds of it to be reviewed. And I hope that any mistakes done can be forgiven. Once again, I send my best regards to all these people who have made my three months of industrial training an enjoyable and knowledgeable experience.

PREFACE

I was very lucky to be able to participate in a program as purposeful as the industrial training. This program was the result of the ideas of Economic Management Faculty (FPE) to expose undergraduates to the working environment. Our students at KUSTEM are very fortunate as many other local universities such as UPM have already abolished this program. This I feel will give our students that underwent this training an advantage over other students who did not participate in training of any kind.

The main objectives of participating in the Industrial Training to me are to strengthen the undergraduates of FPE in KUSTEM with knowledge and experience of the working industry outside. I was also lucky to be able to work in a manufacturing company that specializes in exporting their goods overseas. As a student of the Distribution Programme, the internship of three months in this company has able me to opened my eyes to see the real working condition and also use all the knowledge acquired all these years to full use. I was a little shocked as the real working environment at this point requires a lot of hard work and also 'street smart' , and emphasize are not solely placed on the knowledge only.

After undergoing this Industrial Training, I feel like I have gained a lot more besides knowledge compared to before the programme started. The knowledge and experience acquired will definitely help a lot when I step out to the working

world soon. Besides providing a bird's view of the working environment, it has also provided me the knowledge of how the system works inside a company. These include problem solving and also decision making. Although different companies have different working environment, working in Wilmont has provided me a rough idea with how it should be like. The employees are extremely helpful and friendly by assisting me in any way they can when I'm facing a problem.

As a conclusion, I hope this report will be able to provide the supervisor of this programme and the reader of this report a rough idea of the experiences that I went through and knowledge that I gained from working in Wilmont. Again I would like to express my gratitude to the faculty for providing me with the experience of participating in a programme as meaningful as the industrial training.

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PUSAT PEMBELAJARAN DIGITAL SULTANAH NUR ZAHIRAH

EXECUTIVE SUMMARY

The industrial training has provided me with an experience of how the real working environment is like. Working for three months in Wilmont Sdn Bhd has able me to know and understand some of the company's strength and weaknesses. Problems are discovered in each of the department, especially in the Shipping Department where I was under the guidance of the Shipping Executive for almost two months. Among the problems known is the lack of employees to help out in the task of this department, no permanent forwarding/shipping company to deal with and the unavailability of a permanent warehouse to store the goods when brought down from Kelantan. Also the company product's price is also a subject of concern along with the Marketing Department's decisions to mostly concentrate on the international market. On the operational side, the Quality Control (QC) plan is proven to be not as effective as it should be causing a lot of returned goods from the buyers. In addition to that, operational activities being based in Kelantan also pose few irritants and not using the warehouse/stores in the factory to its limits.

These problems from my idea can be solved by making the price company's goods more competitive, and also taking proactive steps in developing new designs and besides that also place more effort to market the products locally. The shipping department needs more workers to handle the workload available and also to define the responsibilities in each of the workers' tasks and their work. Also a proper forwarding company is needed to spare the waste of

unnecessary time spent to look for the most suitable ones. In addition to that a proper warehouse is needed to make sure that the problem of the unavailability of them during peak seasons. Lastly, the operational department needs to revise their Quality Control plans to ensure that defected products will not be unnecessarily produced. Besides that the move of operations back to Klang is needed to be done as fast as possible. Lastly the use of inventory spaces needs to be optimized to better accommodate current needs.

During the training, I took the approach of watch and learn. I was to be taught to follow the example of my more experienced colleagues when doing certain tasks. My supervisor has told me that exposure are one the best way to learn, be it in the working environment or life. Along the three months, I was exposed to the world outside by participating in the KL Furniture Fair 2002, to the head factory in Kelantan and also visited the Westport, Klang which is Malaysia's leading port in handling cargoes and vessels. All these exposures are the effort by my supervisor to make sure that I really gained knowledge during my three months internship over at Wilmont. In my opinion the span of three months for conducting industrial training is too short. There are so many aspects that I have not fully mastered.

I have discovered that Wilmont is a manufacturing company which specializes in serving international market. I realized this company has a lot potential to grow in the future with plans of expansion is underway to build new factories in Southern Thailand and Klang. The working environment inside the head office, I

found, is very harmonious with close relationships between all of the employees and also supervisors. This can be seen through lunch time when mostly everyone will find a place to eat together and chat happily whether its about the matter of their jobs or recreationally. In short, I found that working in Wilmont is a very educational one as it provides me with a lot of knowledge that I never knew before. One of the greatest aspects of all is the joy of meeting new people and pertaining close relationships with all of my colleagues who are very helpful in providing me advises and were very willing to explain to me things that I do not know.